

DULUTH PUBLIC LIBRARY BOARD

Notice of Meeting

DATE: May 28, 2024

TIME: 4:30 p.m.

LOCATION: Main Library Gold Room

AGENDA

Call to order

Welcome and introductions

Review and approve agenda

Approve minutes of April 23, 2024 meeting

Reports

Library Manager's Report – Powers

Library usage statistics – Powers

Foundation Report – Rosendahl

Friends Report – Ramsland

Old Business

Main Library facility update

Advocacy update

New Business

Gifts and donations policy

Semiannual review of strategic plan

Adjournment

Next regular meeting: June 25, 2024, Mount Royal Blue Room

Library Board Minutes
April 23rd, 2024

Present: Bill Arezzo, Ellen Hatfield, Lori Steinbach, Michelle Foshay, Matt Rosendahl and Sue Henke

Also in attendance: Carla Powers, City Councilor Azrin Awal, Librarian Jacqueline Radosevich

Absent: Lizzy Luoma, Jose Gonzalez, Betty Ramsland

The meeting was called to order at 4:35 PM by Michelle Foshay, President

Review and approval of agenda

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

Approval of minutes of the February 27, 2024 meeting

Motion by Arezzo, seconded by Rosendahl, to approve minutes as drafted. Motion passed unanimously.

Reports

Library Manager

- West Duluth Reimagined – It was a very nice celebration of the refreshed space. Turnout was great.
- Interlibrary Loan Limits – DPL will be temporarily decreasing the number of loans down to four due to MNLINK's migration to new software.
- Fax Service – IT has installed fax machines and the software for use in the library. This has been in the works for quite some time and gets a lot of use. Previously the library directed patrons to a free online fax service. Outgoing faxes are provided for free. Incoming fax service is not available at the library.
- Aquarium Passes – Great Lakes Aquarium passes are live! 15 passes are available to check out on a first come first serve basis with no holds permitted. Passes are good for one week.
- National Library Week – Staff appreciation events at all three locations took place again this year. Mayor Roger Reinert was a special guest reader at Wiggles for Littles on April 13th. Over 100 children and caregivers attended.
- Library Staffing Update – Administration has placed a Librarian I position on hold for the time being, due to the upgrade of a Library Safety Specialist position from half-time to full-time. Safety incidents have been on the increase recently. Jim Filby Williams is in discussion with the city about funding for the Librarian 1 opening.

Foundation

- Had a successful Giving day, exceeded fundraising goal of \$50,000. This year the event was held at a new venue.

Friends of the Library

- Annual meeting will take place May 21st at 4:00 pm. Following a short business meeting,

- speaker Dennis Lamkin will present “Bowery to Bookshelves”
- The annual book sale is scheduled for June 10th through 13th. Credit cards will be accepted at this year’s sale. The Spirit Valley Days book sale will take place at the West Duluth Branch on Thursday, August 1st.
- There was discussion about participation in Sidewalk Days July 10th through 12th

Old Business

Main Library Facility Update

- Still in a holding pattern pending legislative action on the \$300,000 bonding request.

New Business

2023 Annual Report

- Libraries need to submit a report to the state of Minnesota each year, covering various data points for the previous operating year.
- Highlights from the 2023 report include: Circulation up in all categories, program attendance up substantially. In-person visits stayed strong.

Motion by Foshay, seconded by Arezzo to approve report as drafted. Motion passed unanimously.

E-mail from concerned patron about top floor bathroom

- A patron wrote to express concern about staff time spent letting people in to use the bathroom in the Local History Center, which is locked for safety. There was discussion about possible solutions, such as a key pad on the door.
- Board requested that Powers respond to the patron and CC the Board President and Vice President in her reply.

Safety

- Powers and Filby Williams have approached the Mayor with 3 budget requests for safety.
 1. Hire additional full-time Safety Specialist
 2. Provide funding for one of the safety specialists to move into a lead worker position
 3. Add money to the budget to bring in extra off duty police for a two-week period for all open hours, if incidents escalate to a high level
- Filby Williams has received a verbal OK from administration, but not formal approval.
- The number of safety incidents tend to be higher in the winter and level off in July through September.

Election of Officers

President – Sue Henke

Vice President – Bill Arezzo

Secretary – Lori Steinbach

Motion by Foshay, seconded by Rosendahl, to elect the above slate of officers. Motion passed unanimously.

Adjournment – 5:30 pm by Michelle Foshay, President

Manager's Report to Library Board

May 2024

Bill Notification Change. In an effort to save money and better serve library patrons, DPL recently made a change in how we bill for lost items. In the past, bills were always printed and sent via postal mail. Beginning May 1, the delivery method was changed to patron preference. This means that people can choose to have their bill delivered by email or text message rather than postal mail if they prefer. Prior to this change, staff printed and mailed an average of 40 pages of bills per day. Now the average is closer to seven. Circulation staff is tracking the return rate of billed items to see whether the change has an impact on the return rate of billed items.

Staff Development Day. On Monday, April 29 all library locations were closed for DPL's annual staff development day. This year a staff committee, led by two library supervisors, planned the entire event. The committee's goals were to tap into staff expertise and to add an element of fun to the day. A wide variety of topics was covered, including Microsoft Outlook and Teams, how to create reports in the integrated library system, ergonomics and wellness, DPL's local history resources, the summer reading program, and more. Feedback about the day was overwhelmingly positive. Staff appreciated that the content was directly relevant to their day-to-day work.

Employee Pulse Survey. The library's annual survey to assess workplace culture and staff morale is currently underway. 2024 marks the fourth year we have worked with Employee Strategies to conduct the survey. Results will be available next month, and I will share them at the June board meeting.

Focus Groups. I am working with Sharice McCain from NEOO Partners to finish out the last of our community engagement contract with a series of focus groups about library services. On May 16 we met with 24 people who are currently unsheltered. We talked about the barriers they face, what makes a place like the library feel welcome to them, and what services they would find helpful. Focus groups with other community members are planned in the coming weeks. Once they wrap up, Sharice will put together the final community engagement report.

Summer Reading Program. With a theme of "Read, Renew, Repeat," this year's summer reading program will begin June 1. A special kickoff event with the Duluth Huskies is planned for Saturday, June 8. The event will include a chance to read stories with the players, get autographs, and receive a free youth ticket to the Books & Baseball game scheduled for July 21. Library events and reading incentives will take place throughout the summer for people of all ages. More information can be found in the June program guide and on DPL's website.

Staffing Update.

- A 13-hour-per-week Library Aide position has been filled, following the previous aide's promotion to Library Technician. The new aide started work May 20.
- May 20 also was the first day of work for our new Library Safety Specialist.
- Applications are being accepted through May 30 for a Librarian I position in adult services. The person who had been in the position previously resigned to move closer to family.

MAIN													
2024 Hours, Visitors, Circulation, Internet Users													
Summary	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Days open	25	24	25	25									99
Hours open	202	195	196	202									795
Visitors	13640	13812	13430	13333									54,214
Internet uses Labs	2033	1961	1804	1908									7,706
Internet uses laptops	35	30	33	52									150
Internet total	2068	1991	1837	1960	0	0	0	0	0	0	0	0	7,856
Circulation print,av	23439	23527	24242	23209									94,417
Circulation OverDrive	11168	9909	10673	9640									41,390
Circulation Hoopla	2348	2362	2449	2409									9,568
Circulation - LLG	3	0	6	3									12
Circulation total	36958	35798	37370	35261	0	0	0	0	0	0	0	0	145,387
In Person Programming Attendance*	670	1211	527	1872									4,280
Virtual Attendance**	0	15	18	27									60
Self-Directed Participation	452	195	484	143									1,274
Programming Attendance TOTAL	1122	1421	1029	2042	0	0	0	0	0	0	0	0	5,614

*includes on and off-site programs

**includes live and recorded

MT ROYAL													
2024 Hours, Visitors, Circulation, Internet Users													
Summary	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Days open	21	20	20	21									82
Hours open	171	161	161	171									664
Visitors	8671	7281	8237	9734									33,922
Internet uses Labs	544	537	541	630									2,252
Internet uses laptops	0	2	1	3									6
Internet total	544	539	542	633	0	0	0	0	0	0	0	0	2,258
Circulation print,av	22273	21151	21072	22506									87,002
In Person Programming Attendance*	381	354	440	448									1,623
Virtual Attendance**	0	12	0	0									12
Self-Directed Participation	775	1279	225	741									3,020
Programming Attendance TOTAL	1156	1645	665	1189	0	0	0	0	0	0	0	0	4,655

*includes on and off-site programs

**includes live and recorded

WEST DULUTH													
2024 Hours, Visitors, Circulation, Internet Users													
Summary	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Days open	21	20	20	21									82
Hours open	174	167	161	174									676
Visitors	5379	4243	5048	5248									19,917
Internet uses Labs	353	249	360	415									1,377
Internet uses laptops	4	0	4	2									10
Internet total	357	249	364	417	0	0	0	0	0	0	0	0	1,387
Circulation print,av	8498	7298	7542	8708									32,046
In Person Programming Attendance*	129	350	169	197									845
Virtual Attendance**	0	0	0	0									-
Self-Directed Participation	266	100	149	178									693
Programming Attendance TOTAL	395	450	318	375	0	0	0	0	0	0	0	0	1,538

*includes on and off-site programs

**includes live and recorded

TOTAL MAIN AND BRANCHES													
2023 Hours, Visitors, Circulation, Internet Users													
Summary	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Visitors	27689	25335	26714	28315	0	0	0	0	0	0	0	0	108,052
Internet uses Labs	2930	2747	2705	2953	0	0	0	0	0	0	0	0	11,335
Internet uses laptops	39	32	38	57	0	0	0	0	0	0	0	0	166
Internet total	2969	2779	2743	3010	0	0	0	0	0	0	0	0	11,501
Circulation print,av	54213	51976	52862	54426	0	0	0	0	0	0	0	0	213,477
Circulation OverDrive	11168	9909	10673	9640	0	0	0	0	0	0	0	0	41,390
Circulation Hoopla	2348	2362	2449	2409	0	0	0	0	0	0	0	0	9,568
Circulation total	67729	64247	65984	66475	0	0	0	0	0	0	0	0	264,435
In Person Programming Attendance*	1180	1915	1136	2517	0	0	0	0	0	0	0	0	6,748
Virtual Attendance**	0	27	18	27	0	0	0	0	0	0	0	0	72
Self-Directed Participation	1493	1574	858	1062	0	0	0	0	0	0	0	0	4,987
Programming Attendance TOTAL	2673	3516	2012	3606	0	0	0	0	0	0	0	0	11,807

*includes on and off-site programs

**includes live and recorded

West Duluth Branch Library - reduced services for remodel February 5-9, 2024

**Duluth Library Foundation Report
May 2024**

At the last meeting of the Duluth Library Foundation board, board members approved the 990 form. This annual financial reporting form is available for viewing on the foundation's website. In addition, the board held wide-ranging discussions about the future of events (including an event to celebrate the foundation's 35th anniversary in 2025) and developing a fundraising campaign for the library's "Next Big Thing," where the board and library manager Carla Powers discussed opportunities for investment based on the library's strategic plan.

Submitted by Matt Rosendahl

**Friends of the Library Report
May 2024**

Friends of the DPL Annual Meeting took place May 21, 2024

Bank balance as of end of April 2024: \$10,391. Budget of \$37,600 approved for the fiscal year 2024/2025, which includes giving \$34,000 to the DPL. Membership as of end of April is 128; most memberships are renewed during the book sale on June 10-13, 2024. Dennis Lamkin gave an informative talk on the library "From Bowery to Bookshelves." Friends volunteer hours total 2,400 in 2023.

Submitted by Betty Ramsland

Duluth Public Library Gift Policy - CURRENT

The Duluth Public Library welcomes gifts of materials from individuals, publishers and organizations. Please be aware of the following guidelines:

- Gifts made to the Duluth Public Library become the property of the library. Gift materials are evaluated according to the same collection policy and standards that govern the acquisition and retention of purchased materials.
- Materials accepted as gifts and not added to the collection will be sold, donated to the Friends of the Duluth Public Library for sale in support of the library, or discarded.
- The library provides gift acknowledgments on request, but will not appraise the value of gifts.
- Gifts added to the collection are a means of replacing out-of-print materials, providing additional copies of popular and high-demand items, filling gaps in subject coverage, and an alternative means of acquiring materials that would otherwise have been purchased. Gifts will not be used as the sole or principal means of developing any collection.
- Gifts given as special collections or memorial collections will not be shelved as separate physical entities. Such collections will be accepted only with the understanding that they will be integrated into the general collection. The only form of memorial identification will be the library's gift plate.
- When the library receives a cash donation for the purchase of materials, the general nature or subject area of the materials to be purchased will be based upon the wishes of the donor. Selection of specific titles, however, will be made by the library staff in accordance with the general selection policy.
- All gifts of cash or stock will be subject to City of Duluth policies and procedures.
- Other alternatives for donations include the Friends of the Duluth Public Library, which raises funds for immediate library needs, or the Duluth Library Foundation, which is building an endowment for the future. Both are 501(c)3 organizations.

The Duluth Public Library's policies are subject to change without notice.

Adopted October 2011
Duluth Public Library Board

GIFTS AND DONATIONS POLICY – PROPOSED

The Duluth Public Library welcomes and encourages donations. This policy provides guidance to those who wish to support the Duluth Public Library through a financial donation or other type of gift. It describes the scope of donations received and defines the roles and responsibilities for accepting donations made to the Duluth Public Library.

Principles

- Donations are welcomed and valued expressions of individual support for the Library and its mission.
- Financial donations enrich the Library but do not replace public tax support. Gifts of materials enhance the library's collection but do not function as the sole or principal means of developing any collection.
- Other alternatives for donations include two organizations that support the Library. The Friends of the Duluth Public Library raises funds for immediate needs. The Duluth Library Foundation provides support for current needs and maintains an investment account for the future. Both are 501(c)3 organizations.

Scope and Disposition of Donations Received

- Gifts made to the Duluth Public Library become the property of the Library. Gift materials are evaluated according to the same collection policy and standards that govern the acquisition and retention of purchased materials.
- Materials accepted as gifts and not added to the collection will be sold, donated to the Friends of the Library for sale in support of the Library, or discarded/recycled.
- Gifts added to the collection are a means of replacing out-of-print materials, providing additional copies of popular and high-demand items, or filling gaps in subject coverage. Gifts serve as an alternative means of acquiring materials that otherwise would have been purchased.
- The decision to accept the donation of a major special collection is made by the Library Board upon recommendation of the Library Manager. Donated collections become the property of the Duluth Public Library. The Library has sole authority on where the items are located, how long they are retained, and what is done with them upon removal from the collection.
- When the Library receives a cash donation for the purchase of materials, the general nature or subject area of the materials to be purchased will be based upon the wishes of the donor. Selection of specific titles, however, will be made by Library staff in accordance with the [Collection Development Policy](#).
- The Duluth Public Library is unable to accept donated works of art. Exceptions can be suggested by the Library Manager, who will bring them to the Library Board for consideration.
- All gifts of cash or stock will be subject to City of Duluth policies and procedures.
- The Library provides gift acknowledgments upon request, but will not appraise the value of gifts. Any gifts offered to Library staff must conform to the requirements of the [City of Duluth's Conflict of Interest Policy](#).

Duluth Public Library Policies are subject to change without notice.

Adopted (DATE)
Duluth Public Library Board



STRATEGIC PLAN 2023-2026

PROGRESS

COMMENTS

GOAL 1: Increase Access to & Use of the Library

Address ongoing and perceived security issues, prioritizing efforts at Main Library, to ensure that all patrons and staff feel welcome and safe

Expand promotion of the Library, especially through direct outreach into the community, to raise awareness of all three facilities, digital resources, and the breadth of Library services

Improve Library facilities: private meeting space, better parking, enhance visual appeal of buildings, and increase sustainable and green practice.

Explore possible realignment of open hours to meet changing community needs



Additional funding for safety training added to budget
New full-time Library Safety Specialist hired

Youth services has strengthened its relationship with ISD 709

West Duluth Reimagined Project complete
Gardens at Main Library have been improved with new, more sustainable plantings

Delayed /
Changed

Progress
Continues

On Track/
Completed

PROGRESS

COMMENTS

GOAL 2: Enhance Current Library Services to Evolve with the Community

Continue to improve services for teens and schoolchildren, notably by increasing intentional teen spaces and diversifying teen program offerings



Port Card program fully reinstated for ISD 709 students and teachers
Teen spaces upgraded at both branches

Champion strengthened senior services to increase engagement and decrease social isolation



Mt. Royal staff doing outreach to stroke support group that meets at UMD

Develop more extensive use of the Little Library Go van, to include additional outreach to seniors and into currently under-served neighborhoods



Increased outreach planned for 2024

Improve arts and enrichment programs, especially for adults, to position the Library as a leading free cultural center in the community



Aquarium passes now available for checkout

Advance the Library's standing as a regional genealogy and history research center



Key resources from local history collection have been moved to more accessible location

Review the usability of the Library's website, and plan for subsequent improvements to its content and design



Website redesign process underway

Create a plan to develop a community tech hub at the Main Library for both individuals and businesses and explore ways to share these resources at branches and through outreach



Add programming, events and resources, such as an expanded "Library of Things," to further the community's commitment to a more sustainable future



Wifi hotspots now available for checkout

Delayed /
Changed

Progress
Continues

On Track/
Completed

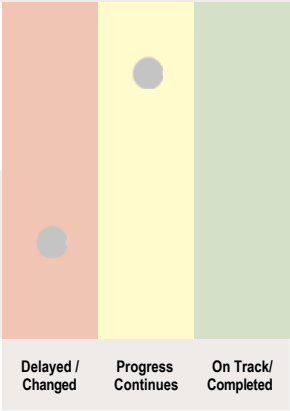
PROGRESS

COMMENTS

GOAL 3: Intensify Efforts to Increase the School Readiness of Duluth’s Children

Focus efforts on leveraging/engaging existing early literacy community partners

Grow funding for school readiness efforts and explore ways of building additional Library staff capacity for this campaign



New record set for Family Fest attendance in 2024





PROGRESS

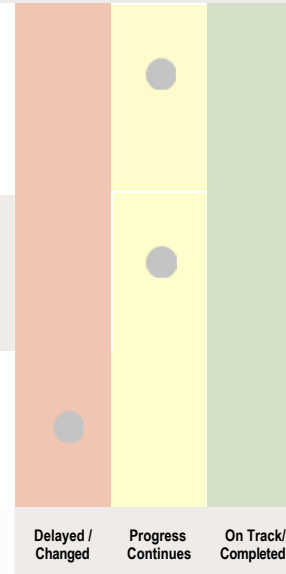
COMMENTS

GOAL 4: Advance Diversity, Equity and Inclusion to Better Reflect the Duluth Community

More fully empower our diverse community by involving them in decision making related to collections, programs, facilities, outreach and partnerships

PRIORITY STRATEGY: Continue diversification of Library staff and leadership through hiring, training, and professional development

Through partnerships, foster additional supports for under-resourced individuals and households



Current round of community engagement with NEOO focused on gathering feedback from under-served communities about library services

Exploring possibility of paid internship program to introduce more students to library work





PROGRESS

COMMENTS

GOAL 5: Increase Library Support and Maximize Efficiencies in Current Resources

Support advocacy efforts by the Library Board, Foundation, Friends and other partners to increase public funding and support



Carla providing support to library advocacy team as needed/appropriate

Continue internal dialogues with City leaders to grow support for the Library, including funding for high-quality facilities and adequate staff



Budget increases provided in 2024 to address safety needs and adequately fund collection purchases

Provide additional resources and supports for staff to improve the overall work environment



2024 staff development day received overwhelmingly positive feedback

Collaborate with the Foundation and Friends to maximize private support for the Library



Engaging in discussions with Foundation Board to identify needs for next large fundraising campaign

PRIORITY GOAL: Develop a broader, system-wide approach to the supported self- service model, to further allow staff to focus on community service goals



Public fax/scan project implemented
New, more functional scanners installed at self-checkout stations
Branches experimenting with self registration for library cards

Delayed / Changed Progress Continues On Track/ Completed