

## **DULUTH PUBLIC LIBRARY BOARD**

### Notice of Meeting

**DATE:** November 26, 2024

**TIME:** 4:30 p.m.

**LOCATION:** Gold Room, Main Library

### **AGENDA**

#### **Call to order**

Welcome and introductions

Teen Advisory Board

Review and approve agenda

Approve minutes of October 22, 2024 meeting

#### **Reports**

Library Manager's Report – Powers

Library Usage – Powers

Foundation Report – Rosendahl

Friends Report – Powers

#### **Old Business**

Main Library facility update

Advocacy update

Friends and Foundation liaisons

#### **New Business**

Semiannual review of strategic plan

#### **Adjournment**

Next regular meeting: 4:30 PM on January 28, 2025 in Main Library Gold Room

## **Duluth Public Library Board Meeting Minutes October 29, 2024**

**Present:** Bill Arezzo, Ellen Hatfield, Lori Steinbach, Michelle Foshay, Matt Rosendahl, Sue Henke, Jose Gonzalez and Betty Ramsland

**Also in attendance:** Carla Powers, City Councilor Azrin Awal, Jim Filby Williams, League of Women Voters observer Carolyn Baird, library staff member Lori Crocker, Sarah Kesler, John Ramos

**Absent:** Lizzy Luoma

### **Call to order**

The meeting was called to order at 4:30 pm by Sue Henke, President

### **Review and approve agenda**

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

### **Approval of minutes of September 2024 meeting**

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

### **Reports**

#### Library Manager

- Hold notices have improved due to new software. They look better and are more user friendly.
- Crisis Intervention Training took place in conjunction with the police department. It gave staff an opportunity to learn about de-escalation and practice their skills in a supportive and non-threatening environment. The Safety Specialists recently completed a more extensive, four-day training.
- A potential 2025 legislative priority for the Minnesota Library Association is to give municipalities the option of banning weapons in public facilities, including libraries. DPL staff have expressed support for such a ban.
- The Duluth Library Foundation is considering kiosks as their next funding project. Kiosks range from simple lockers for holds storage and pickup to more full-service models that provide a browsing collection and a wi-fi hotspot. They could be placed in community centers or businesses that are conveniently located and have generous open hours. They would provide improved access to people who are not close to a library or who can't make it to the library during open hours. Keeping kiosks stocked and maintained has implications for staffing.
- Bluey Book Bingo at the West Duluth Branch recently brought in 120 participants of all ages.
- The Library is fully staffed! 2021 and 2022 were tough years, but morale has improved since then. Staff are organizing staff game nights, informal get-togethers and a staff newsletter, which have helped them feel more connected.

#### User Statistics

Self-directed participation at Mt. Royal had not been properly reported last month. It has been corrected now. All locations are experiencing more usage as compared to 2023. Usage is continuing to rebound following the extended closure in 2020 and 2021 due to the covid pandemic. The only category that is not up is computer usage at West Duluth.

### Friends

- Littlest Holiday Sale will take place at Mt. Royal on December 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup>.
- There was a recommendation that everyone on the Library Board should be a member of the Friends of the Library
- At the next Friends meeting they will discuss writing another check to the Library.
- Board members are working on a new brochure and getting the mailing list reduced to more current members.

### Foundation

Give to the Max Day is November 21<sup>st</sup>. The Foundation Board will be providing a matching gift up to \$8,000 for the Give to the Max challenge. Money given to the library is used to support Hoopla and programming. The Foundation currently has two job openings.

### **Old Business**

#### Main Library Facility Update

There is little news on the building. The City has been approved for federal funding, and Jim Filby Williams will request clarification on whether it can be used for design and planning for community centers in addition to the downtown library. Mayor Reinert is looking at various public/private options, such as having a building co-owned by the city or owned by a private party and leased by the library.

#### Advocacy

Board will express gratitude to the Mayor for finding money in a tight city budget. In a year with no tax levy increase, the library is receiving an additional \$45,000. With the 2025 budget process done, and with the building still in limbo and the library fully staffed, there are no further asks in terms of advocacy.

### **New Business**

#### 2025 Meeting Dates

Potential meeting dates and locations were reviewed. Meetings will take place on the fourth Tuesday of most months in the Gold Room at the Main Library. The June meeting will take place at the Mount Royal Branch Library. The September meeting is tentatively scheduled for September 30 (the fifth Tuesday) in the Evergreen Center adjacent to the West Duluth Branch.

#### Liaison to the Foundation Board or Friends of the Library Board

With both of these liaisons reaching the end of their second term on the Library Board in March, there was discussion of other board members applying to be on the Foundation or Friends Board. Both boards have an application process to express interest in joining

**Meeting adjourned at 5:23 pm by Sue Henke, President**

## Manager's Report to Library Board November 2024

**New website.** DPL launched a redesigned website on Nov. 12! The new site contains many of the same features and information as the old site. However, it has been reorganized for easier, more intuitive use. It also includes a "How Do I" section as another way of helping people find what they're looking for on the site. There has been little feedback from the public so far. However, feedback from staff has been positive.

**Port Card Update.** As of a few weeks ago, Port Cards are now fully functional for students currently attending ISD 709 schools. It took some time to receive the record set from the district that included students who are new to the district this year. Prior to the record load, the only students who were enrolled last year could use their Port Card. So far Port Card use has started out stronger than in years past. During the 2023-24 school year, well over 1300 students used their Port Card to check out physical materials from the library. Students also can use their Port Card to access downloadable items and library databases. Although we cannot track Port Cards as a separate category for database use, the usage of the databases targeted toward students is up significantly.

**Statement of Concern.** Recently a patron filled out the paperwork to formally express her concern about the book *A Tale as Tall as Jacob* by Samantha Edwards. This book is a juvenile graphic novel that depicts a boy with ADHD and his family. The patron objected to a scene in the book where Jacob develops a tic after starting medication for ADHD. In the book, Jacob's doctor states that this is a common side effect. The patron found nothing in her research to indicate that it's common, and she said it can hard for a child on ADHD medication to read this and be able to move on from it. However, as I considered the book as a whole and looked at the reviews it has received, I did not feel that this passage warranted its removal from the collection. I communicated my decision to the patron, explained how she can appeal if she wishes, and notified the Minnesota Department of Education as required.

**Read to a Dog.** The ever popular Read to a Dog program is currently taking place at all three library locations once a month. This program gives kids a chance to read aloud to a trained therapy dog. It's a great opportunity for reluctant readers to practice their skills in a low stress, non-judgmental atmosphere.

**Recovery Action Duluth.** The staff at West Duluth partnered with Recovery Action Duluth (RAD) to offer a clothing distribution program on Tuesday, Nov 12. The clothing went quickly, and the event ended a little early after running out of gear to give away. RAD plans to do a "Cup of Cheer" tabling event at the branch in September.

**Book Bingo at Wild State.** In other West Duluth news, the library hosted book bingo at Wild State Cider on Wednesday, Nov. 20. Wild State hosts bingo programs regularly; however, this one exceeded everyone's expectations with over 200 participants. Staff from Main and West Duluth worked together to organize and carry out the program. Prizes included books and library swag.

MAIN															
2024 Hours, Visitors, Circulation, Internet Users															
Summary	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	2023 YTD	
Days open	25	24	25	25	25	19	22	22	24	26			237	237	
Hours open	202	195	196	202	202	157	187	181	192	219			1,933	1,915	
Visitors	13640	13812	13430	13333	12909	12734	14119	13368	11539	12945			131,827	119,546	
Internet uses Labs	2033	1961	1804	1908	1707	1479	1707	1811	1624	1905			17,939	17,355	
Internet uses laptops	35	30	33	52	53	34	53	59	17	36			402	286	
<b>Internet total</b>	2068	1991	1837	1960	1760	1513	1760	1870	1641	1941	0	0	18,341	17,641	
Circulation print,av	23439	23527	24242	23209	20619	20290	22199	21261	18061	20467			217,314	225,872	
Circulation OverDrive	11168	9909	10673	9640	10875	10334	11114	11188	10820	11381			107,102	88,510	
Circulation Hoopla	2348	2362	2449	2409	2424	2521	2632	2747	2656	2790			25,338	17,209	
Circulation - LLG	3	0	6	3	4	95	72	32	35	36			286	577	
<b>Circulation total</b>	36958	35798	37370	35261	33922	33240	36017	35228	31572	34674	0	0	350,040	332,168	
In Person Programming Attendance*	670	1211	527	1872	1138	1375	4544	2859	2066	875			17,137	15,368	
Virtual Attendance**	0	15	18	27	24	15	0	15	17	22			153	98	
Self-Directed Participation	452	420	484	143	411	690	238	360	961	651			4,810	3,059	
<b>Programming Attendance TOTAL</b>	1122	1646	1029	2042	1573	2080	4782	3234	3044	1548	0	0	22,100	18,525	

\*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	2023 YTD	
Days open	21	20	20	21	22	19	22	22	20	22			209	209	
Hours open	171	161	161	171	178	154	184	178	164	178			1,700	1,693	
Visitors	8671	7281	8237	9734	9009	10251	10418	10527	8223	9034			91,383	85,224	
Internet uses Labs	544	537	541	630	588	516	595	640	563	680			5,834	5,181	
Internet uses laptops	0	2	1	3	2	4	9	7	7	6			41	51	
<b>Internet total</b>	544	539	542	633	590	520	604	647	570	686	0	0	5,875	5,232	
Circulation print,av	22273	21151	21072	22506	22560	24065	26115	23965	19831	21121			224,659	221,744	
In Person Programming Attendance*	381	354	440	448	609	1028	505	523	326	525			5,139	4,636	
Virtual Attendance**	0	12	0	0	0	0	0	0	0	0			12	28	
Self-Directed Participation	775	1279	225	741	788	1636	1331	678	748	503			8,704	6,403	
<b>Programming Attendance TOTAL</b>	1156	1645	665	1189	1397	2664	1836	1201	1074	1028	0	0	13,855	11,067	

\*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	2023 YTD	
Days open	21	20	20	21	22	19	22	22	20	22			209	209	
Hours open	174	167	161	174	181	157	178	181	164	191			1,728	1,719	
Visitors	5379	4243	5048	5248	5824	5493	5908	6088	4678	5779			53,686	48,625	
Internet uses Labs	353	249	360	415	423	377	505	511	506	578			4,277	4,587	
Internet uses laptops	4	0	4	2	1	1	0	0	1	3			16	22	
<b>Internet total</b>	357	249	364	417	424	378	505	511	507	581	0	0	4,293	4,609	
Circulation print,av	8498	7298	7542	8708	8783	9217	9697	9950	7914	8892			86,499	84,946	
In Person Programming Attendance*	129	350	169	197	251	358	259	777	194	472			3,156	2,690	
Virtual Attendance**	0	0	0	0	0	0	0	0	0	0			-	-	
Self-Directed Participation	266	100	149	303	586	173	357	228	292	0			2,454	1,863	
<b>Programming Attendance TOTAL</b>	395	450	318	500	837	531	616	1005	486	472	0	0	5,610	4,232	

\*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	2023 YTD	
Visitors	27689	25335	26714	28315	27742	28478	30444	29983	24440	27758	0	0	276,895	229,063	
Internet uses Labs	2930	2747	2705	2953	2718	2372	2807	2962	2693	3163	0	0	28,050	24,235	
Internet uses laptops	39	32	38	57	56	39	62	66	25	45	0	0	459	317	
<b>Internet total</b>	2969	2779	2743	3010	2774	2411	2869	3028	2718	3208	0	0	28,509	24,552	
Circulation print,av	54213	51976	52862	54426	51966	53667	58083	55208	45841	50516	0	0	528,758	479,924	
Circulation OverDrive	11168	9909	10673	9640	10875	10334	11114	11188	10820	11381	0	0	107,102	78,592	
Circulation Hoopla	2348	2362	2449	2409	2424	2521	2632	2747	2656	2790	0	0	25,338	15,326	
<b>Circulation total</b>	67729	64247	65984	66475	65265	66522	71829	69143	59317	64687	0	0	661,198	573,842	
In Person Programming Attendance*	1180	1915	1136	2517	1998	2761	5308	4159	2586	1872	0	0	25,432	19,510	
Virtual Attendance**	0	27	18	27	24	15	0	15	17	22	0	0	165	108	
Self-Directed Participation	1493	1799	858	1187	1785	2499	1926	1266	2001	1154	0	0	15,968	10,683	
<b>Programming Attendance TOTAL</b>	2673	3741	2012	3731	3807	5275	7234	5440	4604	3048	0	0	41,565	30,301	

\*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  
November 2024**

The Foundation Board approved the annual disbursement to the library of 3% of the value of the endowment it manages, for a total gift of \$64,427. This is in addition to gifts given to the foundation for specific purposes such as Every Child Ready Duluth.

Thank you to library supporters who donate to support our library - including those who contributed during Give to the Max day on November 21!

*Submitted by Matt Rosendahl*

**Friends of the Library Report  
November 2024**

The Friends' bank balance currently stands at 12,950.38.

Memberships increased by four to 221 as of mid-November. Memberships purchased in November and December will be considered active through the end of next year.

A policy on lifetime membership was approved. Five current or former Friends members who have gone above and beyond with their volunteer efforts were approved for a lifetime membership. Lifetime members receive the perks of Friends membership without having to pay.

The Littlest Holiday Book Sale will take place at Mount Royal Tuesday through Thursday, December 3-5.

*Submitted by Carla Powers*

**SEMIANNUAL REVIEW OF STRATEGIC PLAN**  
**November 2024**

**GOAL 1: Increase access to and use of the library**

- Strategy: Address ongoing and perceived security issues, prioritizing efforts at Main Library, to ensure that all patrons and staff feel welcome and safe
  - Additional full-time Library Safety Specialist position secured and hired
  - Secured safety funding for 2025 at same level as 2024
  - Badge swipe added for public restroom in Local History Center
  - Security cameras and help buttons installed at both branch libraries
  - Door installed to staff area at West Duluth Branch
- Strategy: Expand promotion of the library
  - Additional summer outreach visits
  - LX Starter software implemented to improve library notices
  - Library Manager joined Duluth Attractions Council
- Strategy: Improve library facilities
  - West Duluth Reimagined Project improved look and functionality of branch
  - Garden at Main Library was improved and made more sustainable
  - Sustainability prioritized by establishing a Library Sustainability Team, purchasing bike rack for staff use at Main, implementing composting at all three locations, and conducting trash audit at Main

**Goal 2: Enhance current library services to evolve with the community**

- Strategy: Continue to improve services for teens and schoolchildren
  - Port Card program reinstated as an opt-out offering for ISD 709 students
  - Computers added to teen area at Main Library
- Strategy: Improve arts and enrichment programs, especially for adults, to position the library as a leading free cultural center in the community
  - Aquarium and William A. Irvin passes added to community pass program
  - 2024 adult programs included ballet, TinkerCAD, fabric design, and programs for writers
- Strategy: Advance the library's standing as a regional genealogy and history research center
  - North Shore Room rearranged for improved access to materials
  - Minnesota Collection weeded to make space for more Duluth-specific items
- Strategy: Review the usability of the library's website and plan for subsequent improvements to its content and design
  - Complete! New website launched November 12
- Strategy: 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
  - New items added to toy collection at Main Library and STEM kits at West Duluth Branch

### **Goal 3: Intensify efforts to increase the school readiness of Duluth's children**

- Strategy: Focus efforts on leveraging/engaging existing early literacy community partners
  - Held planning meeting with ECRD partner organizations
- Strategy: Grow funding for school readiness efforts and explore ways of building additional library staff capacity for this campaign
  - Integrated ECRD staff with the rest of the youth services to increase capacity for outreach and programming

### **Goal 4: Advance diversity, equity and inclusion to better reflect the Duluth community**

- Strategy: More fully empower our diverse community by involving them in decision making related to collections, programs, facilities, outreach, and partnerships
  - NEOO Partners hired to solicit input from under-represented community members about library facilities and programs
- Strategy: Continue diversification of library staff and leadership through hiring, training, and professional development
  - Three staff members attended the Minnesota Library Association's BIPOC pre-conference and full conference
- Strategy: Through partnerships, foster additional supports for under-resourced individuals and households
  - Strengthened partnership with Workforce Development by bringing on a YES worker at Main
  - Worked with police department's Substance Use Response Team to institute regular office hours in the Partnership Center
  - Increased the number of organizations providing informational tabling at Main
  - Organized a program series for parents/caregivers on navigating childcare and Headstart

### **Goal 5: Increase library support and maximize efficiencies in current resources**

- Strategy: Support advocacy efforts by the Library Board, Foundation, Friends and other partners to increase public funding and support
  - Supported efforts by library advocacy team to achieve increase in 2025 budget to continue needed safety improvements
- Strategy: Continue internal dialogues with city leaders to grow support for the library
  - Mayor Reinert did meet-and-greet at Main Library in early 2024
  - Jim Filby Williams attended staff meetings at all three locations
- Strategy: Provide additional resources and supports for staff to improve overall work environment
  - Staff support was the focus of 2024 Staff Development Day
  - Additional staff members recruited and trained to join Critical Incident Stress Management team
- Strategy: Collaborate with the Foundation and Friends to maximize private support for the library



- Library PR staff worked with Friends to implement Square for the annual book sale and train several board members on MailChimp
- Strategy: Develop a broader, system-wide approach to the supported self-service model
  - Completed a project to provide self-service faxing and scanning services
  - Implemented Polaris's Vega Program software to streamline workflow in the business and public relations offices
  - Piloting self-registration for library cards at branch libraries in December 2024