

**STILLWATER PUBLIC LIBRARY
BOARD OF TRUSTEES**

Meeting Agenda, Tuesday, September 13, 2016, 7 PM

1. Call to Order
2. Adoption of the Agenda
3. In-Person Public Commentary
4. Consent Calendar
 - a. Adoption of the August 2016 Minutes+
 - b. Acknowledgement of Bills Paid in August \$26,588.46+
 - c. Quarterly Activity Report
 - d. Other Activity Report

5. Event Operations D+

Old Business

6. Strategic Plan Update & Assessment D+
7. Building Reconfiguration: Construction & Teen Library A+
8. 2017 Budget D+
9. Board Vacancy D+

New Business

10. Set Aside \$4,604 of Fund Balance for Class/Comp Study Fee A+
11. Council Communication Plan D+

Reports

12. Director's Report+
13. Foundation Report
14. Board Committee Reports
 - a. Executive
 - b. Facilities
 - c. Finance
 - d. Governance and Policy
 - e. Human Resources
 - f. Succession Planning Task Force
 - g. WCL/SPL Relationship Task Force

15. Public Commentary and Communications

16. Adjournment

If you are unable to attend this meeting, please leave a message for Lynne at 651.275.4338 ext. 118 before 5 P.M. on Monday, September 12, 2015.

A= Action Item I= Information Item D=Discussion Item

+ = Document in Packet *= Document to be Distributed Later #=Document Distributed Previously

Attachments: Calendar, Ongoing Board Work Assignments, WCL Draft Board Minutes 5/23/16, WCL facilities press release.

Note: Although past Board member Cassavante is currently out of the country, we may start collecting for her parting gift at this meeting.

**STILLWATER PUBLIC LIBRARY
BOARD OF TRUSTEES MEETING**

August 9, 2016

Minutes

PRESENT: Bell, Carlsen, Cassavante, Hansen, Keliher, Menikheim, Otte, Richie, Stark

ABSENT: None.

STAFF: Bertalmio, Goeltl

AGENDA ITEM 1: Call to Order

Meeting called to order at 8:00 pm by Keliher, President

AGENDA ITEM 2: Adoption of Agenda

Agenda adopted. MSP.

AGENDA ITEM 3: In-Person Public Commentary

None.

AGENDA ITEM 4: Consent Calendar

Board requested that Tech Savvy Update be added as Agenda Item 4A. Consent calendar adopted as amended. MSP.

AGENDA ITEM 4A: Tech Savvy Update

Bertalmio reported that Info/Ref staff cross-trained on technology both across and within departments so staff can fulfill responsibilities and meet user needs. Staff is gathering information from WCL for best practices for tech training.

AGENDA ITEM 5: Strategic Plan Update

- Library staff is awaiting the upcoming construction. Once a construction schedule is established, more detailed operational plans can be determined.
- Board asked Bertalmio to provide board with a document that reviews the three major goals of the current strategic plan, assesses progress to date, and key learnings. The Board discussed the need to start thinking about the next strategic plan and letting this review help inform future work.
- 2.3.7 Leadership Summit: The board discussed building on last week's workshop with the city council by putting together a leadership summit. The board decided to further discuss this under Agenda Item 9.
- 2.3.1.2 WCL Task Force/Relationship: A leadership summit would also tie to WCL Task Force/Relationship efforts and could further progress in this area.

AGENDA ITEM 6: Building Reconfiguration: Construction

Jack Poling, Spike Carlsen, and Lynne Bertalmio met with Bova Ngase from Gardner Builders to discuss the construction project to co-locate the circulation and information desks. The Facilities Committee decided to contract with Gardner Builders to do the co-location project.

*Note: The notation MSP is used in instances of unanimous approval of a motion.
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MSR will not do any more design work; however, they will manage the construction of the co-location of the desk under the existing contract. If the board asks MSR to design the Teen Room, a contract for additional services may be needed.

AGENDA ITEM 7: 2017 Budget Hearing

The budget hearing is scheduled for August 16, 2016 from 3:30 – 6:30 pm. No formal decision will be made by the council at this hearing. The council will meet again for further discussion. The levy is not officially adopted until September.

AGENDA ITEM 8: Gift and Supplemental Fund Reports and Procedures

The Finance Committee has been working for several years to tighten the gift and supplemental fund reports and procedures. This work is an evolving process that is continually reviewed and refined to help provide the board with a fuller picture of the library's revenue and expenditures.

The Finance Committee will begin working on a process for how to manage any new endowment-type gifts received by the library, and will then bring proposed process to the Governance Committee.

Board asked Bertalmio to follow-up with Sharon Harrison regarding the CPA's 2015 review of the library and the feedback regarding the library's finances. Board also asked Bertalmio to follow-up with Sharon Harrison on any processes that the city uses for other departments receiving gift funds.

Board requested the "Library Supplemental Funds Gifts and Grants Received" document on a quarterly basis. MSP.

AGENDA ITEM 9: Recap of Meeting with City Council

Board recapped workshop with City Council on August 3, 2016.

Board asked Bertalmio to follow up with council member Junker regarding the February 29, 2016 WCL presentation that he found impressive and determine the information and data that is of interest to Junker.

Bertalmio reported that she is working on a revised graphic annual report. It is being reviewed and will be sent out to the Board. Then board discussed options for sharing this document with the Council.

Board requested that Bertalmio and Keliher create an action plan for building city council relationships and educating council members. The board asked Bertalmio and Keliher to consider including the following components: Director attending council meetings if there is library business before the council, Director being part of the City team that plans agenda, Director building relationships with council members.

Bertalmio advocated that in addition to Director-Council relationships that it is also important for the board to build relationships with the council.

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Minutes

Board asked Bertalmio to follow-up with council member Weidner who was not at the workshop on August 3, 2016.

AGENDA ITEM 10: Board Vacancy

The August board meeting will be Cassavante's last meeting as a trustee. The city clerk will receive official notice of Cassavante's resignation tomorrow and will begin the work to post the vacancy.

AGENDA ITEM 11: Policy Governance

Board discussed the concept of policy governance and different strategies for learning about this approach to board governance.

AGENDA ITEM 12: Director and Other Staff Reports

Director's report was included in the August board packet. Board asked Director to include programming numbers and other data in the monthly report along with the narratives.

AGENDA ITEM 13: Foundation Report

The Stillwater Public Library Foundation is planning for Style Speaks Volume III in November. Planning is also underway for its 2017 10th Anniversary Celebration. The SPLF board will also review the next cycle of grants at its August meeting.

AGENDA ITEM 14: Board Committee Assignments and Reports

- a) **Executive Committee:** Otte has been given temporary paternity leave from committee duties.
- b) **Facilities:** Committee reported that there is a donor interested in funding permanent tent tie-downs on the terrace.
- c) **Finance:** Committee is reviewing and comparing financials between various reports and the state report.
- d) **Governance and Policy:** Governance and Policy is working on the photography policy.
- e) **Human Resources:** None.
- f) **Succession Planning Task Force:** Staff is drafting transition plans.
- g) **WCL/SPL Relationship Task Force:** Board asked Bertalmio to drive relationship with WCL.

AGENDA ITEM 16: Public Commentary and Communications

Keliher reported that a library neighbor spoke with him following the council workshop and would like to attend future library board meetings.

AGENDA ITEM 17: Adjournment

Adjourned at 10:16 pm.

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2016 Bill Resolutions

The following bills have been examined and are approved for payment.

Mary Richie, Secretary/Treasurer, Board of Trustees

Invoice #	7/18/2016	VENDOR	ITEM	AMOUNT	FUND CODE	FUND NAME
INVOICES PAYABLE						
7/19/2016						
12569	7/15/2016	Amdahl Locksmith Inc Chris	Power Door Operators	4930	230-4231-3703-0000	Building Repair Charges
127878	7/13/2016	American Flagpole and Flag	Flag	99.95	230-4230-2101-0000	General Supplies
8032016	8/3/2016	Baker and Taylor	Materials - Juv	1192.08	230-4230-2400-0000	Childrens Books
8032016	8/3/2016	Baker and Taylor	Materials - YA	30.23	230-4230-2406-0000	Teen Books
8032016	8/3/2016	Baker and Taylor	Materials - Processing	19.6	230-4230-3404-0000	Processing Fee
8032016	8/3/2016	Bhattarai Sailen	Wedd Damage Deposit Refund	250	230-0000-3500-0100	Meeting Room Rental (Refund)
8032016	8/3/2016	Brodart Co	Materials - Adult Fiction	435.99	230-4230-2401-0000	Adult Books - Fiction
8032016	8/3/2016	Brodart Co	Materials - Adult Nonfiction	851.59	230-4230-2405-0000	Adult Books - Non Fiction
8032016	8/3/2016	Brodart Co	Materials - YA	9.51	230-4230-2406-0000	Teen Books
8032016	8/3/2016	Brodart Co	Materials - Processing	47.45	230-4230-3404-0000	Processing Fee
8032016	8/3/2016	Brodart Co	Materials - Adult Fiction (Tributes)	57.19	235-4235-2101-0000	Library Donations Materials
8032016	8/3/2016	Brodart Co	Materials - Adult (SPLF)	287.52	232-4232-2113-0000	SPLF - Materials
7077	7/27/2016	Mercury Electric	Power Door Operators	286.8	230-4231-3703-0000	Building Repair Charges
90956	7/16/2016	Menards	Supplies	34.45	230-4231-2102-0000	Janitorial Supplies
8032016	8/3/2016	Midwest Tape	Materials - Video	44.98	230-4230-2408-0000	Film/Video
8032016	8/3/2016	Midwest Tape	Materials - Processing	174.29	230-4230-3404-0000	Processing Fee
75348194	7/28/2016	Recorded Books Inc	Materials - Juv Audio Books	250.46	230-4230-2402-0000	Audio
75375460	7/21/2016	Recorded Books Inc	Materials - Juv Audio Books	42.07	230-4230-2402-0000	Audio
8032016	8/3/2016	Sanderson Kevin	Property Damage Payment	30	230-4230-4099-0000	Miscellaneous Charges
1137299	7/25/2016	Security Response Services Inc	Alarm Monitoring (3 Mos)	168.12	230-4231-3707-0000	Maintenance Agreements - Lib Plant
571755	7/12/2016	Stillwater Medical Group	Employment Testing	136	230-4230-4099-0000	Miscellaneous Charges
12923902	7/11/2016	Toshiba Business Solutions	Maintenance Contract	83.96	230-4230-3707-0000	Maintenance Agreements
12932382	7/14/2016	Toshiba Business Solutions	Maintenance Contract	156.94	230-4230-3707-0000	Maintenance Agreements
071316_176.28	7/13/2016	Washington County Library	Q2 Postage for Overdue Notices	176.28	230-4230-3102-0000	Postage
INVOICES SUBTOTAL				9,795.46		
CREDIT CARD						
2673839	42535	Amazon.com	Materials - Video	23.93	230-4230-2408-0000	Film/Video
6741014	42551	Amazon.com	Materials - Video	38.49	230-4230-2408-0000	Film/Video
6302016	42551	Amazon.com	Materials - Video (Price Reduction Refund)	-8.44	230-4230-2408-0000	Film/Video
6088214	42535	Amazon.com	Equipment - Children's Room (SRI)	67.20	235-4237-2302-0000	Library Donations Minor Equipment
6088214	42537	Amazon.com	Equipment - Children's Room (SRI)	13.07	235-4237-2302-0000	Library Donations Minor Equipment
6022016	42523	Cub Foods	Misc	88.59	230-4230-4099-0000	Miscellaneous Charges
55845	42523	Kowalski's Market	Misc	27.19	230-4230-4099-0000	Miscellaneous Charges
4077003	42549	Amazon.com	Materials - SCC	17.95	230-4230-2499-0000	Collection Development
6112016	42532	Dream Host	Monthly Website Fee	19.95	230-4230-3098-0000	Technology Support
CREDIT CARD SUBTOTAL				287.93		
MANUAL BILL PAYOUTS (Check issued between bill resolutions to comply with payment terms)						
7282016	7/28/2016	Daniel Schlitz	Programs - Ruben Concert (SPLF)	500.00	232-4232-2407-0000	SPLF - Programs
MANUAL PAYOUT SUBTOTAL				500.00		
GRAND TOTAL				10,583.39		

Submitted for payment

Lynne S. Bertalmio, Director

2016 Bill Resolutions

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 Mary Richie, Secretary/Treasurer, Board of Trustees

Invoice #	Invoice Date	VENDOR	ITEM	AMOUNT	FUND CODE	FUND NAME
INVOICES PAYABLE						
179219	7/29/2016	Ace Hardware	Janitorial Supplies	103.32	230-4231-2101-0000	General Supplies - Lib Plant
12638	8/5/2016	Amdahl Locksmith Inc Chris	Ramp Door	640.00	230-4231-3703-0000	Building Repair Charges
8162016	8/16/2016	Baker and Taylor	Materials - Juv	919.82	230-4230-2400-0000	Childrens Books
8162016	8/16/2016	Baker and Taylor	Materials - YA	205.74	230-4230-2406-0000	Teen Books
8162016	8/16/2016	Baker and Taylor	Materials - Processing	26.46	230-4230-3404-0000	Processing Fee
S10013106-US	5/6/2016	Biblioteca LLC	Quick Connect Evanced	996.00	230-4230-3098-0000	Technology Support
81616	8/16/2016	Brodart Co	Materials - Adult Fiction	909.65	230-4230-2401-0000	Adult Books - Fiction
81616	8/16/2016	Brodart Co	Materials - Adult NonFiction	633.90	230-4230-2405-0000	Adult Books - Non Fiction
81616	8/16/2016	Brodart Co	Materials - Processing	78.65	230-4230-3404-0000	Processing Fee
81616	8/16/2016	Brodart Co	Materials - Adult Fiction (Tributes)	145.23	235-4235-2101-0000	Library Donations Materials
81616	8/16/2016	Brodart Co	Materials - Adult Fiction (SPLF MC/Trib)	487.52	232-4232-2113-0000	SPLF - Materials
8162016	8/16/2016	Butler Melissa	Programs - YS (Friends) Staff Reimbursement	66.28	235-4236-4099-0000	Library Donations Programs
9230223	8/6/2016	Cole Papers	Janitorial Supplies	353.23	230-4231-2101-0000	General Supplies - Lib Plant
306-02444792-3	7/31/2016	Culligan of Stillwater	Water	54.95	230-4230-4099-0000	Miscellaneous Charges
1182788868	7/11/2016	G & K Services	Towels & Rugs	93.74	230-4231-4099-0000	Miscellaneous Charges - Lib Plant
338605	7/15/2016	H W Wilson	Materials - Ref	295.70	230-4230-2113-0000	Reference
8162016	8/16/2016	Midwest Tape	Materials - Audio YA	39.99	230-4230-2402-0000	Audio
8162016	8/16/2016	Midwest Tape	Materials - Video	213.65	230-4230-2408-0000	Film/Video
8162016	8/16/2016	Midwest Tape	Materials - Processing	12.40	230-4230-3404-0000	Processing Fee
W16060694	7/21/2016	Office of MN IT Services	Telephone	353.94	230-4231-3101-0000	Telephone
672087	8/1/2016	MEI Total Elevator Solutions	Yearly Elevator Service	1,457.76	230-4231-3707-0000	Maintenance Agreements - Lib Plant
8162016	8/16/2016	MN State Horticultural Society	Magazine Subscription	34.00	230-4230-2403-0000	Periodicals
08162016_118.87	8/16/2016	Petrie Angela	Programs - YS (Friends) Staff Reimbursement	118.87	235-4236-4099-0000	Library Donations Programs
08162016_118.19	8/16/2016	Petrie Angela	Equipment - YS (SPLF) Staff Reimbursement	118.19	232-4232-2302-0000	SPLF - Minor Equipment
75375909	7/22/2016	Recorded Books Inc	Audio - Juv Books	46.57	230-4230-2402-0000	Audio
8162016	8/16/2016	Stillwater Public Library Foundation	May-July RevTrack CC Reimbursement	2,096.05	232-0000-2000-1300	SPLF - Accounts Payable Pass Thru
080216_496.74	8/2/2016	Washington County Library	Databases - Gale LitFinder	496.74	230-4230-2114-0000	Data Base Searching
		INVOICES SUBTOTAL		10,998.35		
CREDIT CARD						
None						
		CREDIT CARD SUBTOTAL		0.00		
MANUAL BILL PAYOUTS (Check issued between bill resolutions to comply with payment terms)						
51-7976594-1	7/25/2016	Xcel Energy	Energy	132.81	230-4231-3601-0000	Natural Gas
51-7976594-1	7/25/2016	Xcel Energy	Energy	4,873.91	230-4231-3600-0000	Electricity
		MANUAL PAYOUT SUBTOTAL		5,006.72		
GRAND TOTAL				16,005.07		

Submitted for payment

Lynne S. Bertalmio, Director

2016 LIBRARY STATS

Item	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2016 YTD
Hrs Open	229	232	258	246	238	236	220	246					1905
Days Open	29	28	30	30	29	26	25	27					224
3rd St Ramp	6000	5927	6480	6740	5870	7605	7499	7181					53302
3rd St Door	1450	1660	2221	2037	2450	2757	2678	2813					18066
Total 3rd St Gate	7450	7587	8701	8777	8320	10362	10177	9994	0	0	0	0	71368
3rd St Avg / hr	33	33	34	36	35	44	46	41	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	37
4th St Gate	3058	3210	4017	3894	3712	4631	4661	4808					31991
4th St Avg / hr	13	14	16	16	16	20	21	20	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	17
Total Gate	10508	10797	12718	12671	12032	14993	14838	14802	0	0	0	0	103359
Total Avg/hr	46	47	49	52	51	64	67	60	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	54
SmartCheck - Patron In	8461	9166	10177	9668	8950	10914	11475	11473					80284
SmartCheck - Clerk In	22	62	9	19	32	31	26	24					225
Total Items In	18,076	17,705	19,719	20,052	17,976	20,671	23,130	22,817					160146
Items Out	23,274	23,618	26,482	24,626	23,786	30,152	28,854	28,251					209043
Self check out	14,954	15,185	15,863	15,600	13,118	18,941	18,327	18,103					130091
Patrons Registered	87	105	111	72	63	165	125	130					858
# Storytimes	8	8	6	8	4	5	4	10					53
Storytime Attendance	358	322	313	379	225	310	273	406					2586
Childrens Programs	12	11	12	11	15	16	15	7					99
Children Program Attendance	323	248	320	167	517	564	609	87					2835
Total Childrens	20	19	18	19	19	21	19	17	0	0	0	0	152
Total Childrens Attendance	681	570	633	546	742	874	882	493	0	0	0	0	5421
Teen Programs	3	3	6	6	3	4	2	2					29
Teen Attendance	21	35	80	73	34	45	22	27					337
Adult Programs	3	6	4	6	3	3	2	2					29
Adult Attendance	18	55	29	92	18	103	20	26					361
Meetings / Events	46	57	59	58	52	47	32	37					388
Weddings/Receptions/Etc	0	0	0	1	4	6	6	5					22
Gallery Openings	1	0	0	1	0	1	0	0					3
Opening Attendance	30	0	0	55	0	65	0	0					150
Internet Minutes Used	53,110	50,081	63,205	57,197	47,464	56,726	77,974						405757
WIFI Minutes Used	n/a	89,017	115,729	103,117	146,784	116,520	103,422						674589
Website (External) Sessions	5,859	5,348	5,735	5,883	5,725	6,296	6,064	6,076					
Website (External) Users	3,690	3,344	3,591	3,807	3,709	3,896	3,812	3,810					
Website (External) Page Views	11,377	10,324	11,016	10,805	10,371	12,682	11,489	10,873					
Items Added	748	566	1018	785	653	762	600	858					5990
Items Replaced	12	40	58	8	13	5	2	23					161
Items Weeded	1329	101	387	888	595	923	1384	1,128					6735
Delivery Bins In	253	267	312	281	268	302	304	320					2307
Delivery Bins Out	291	258	288	265	251	304	297	324					2278
Ebooks Added	0	0	0	0	0	0							0
OverDrive eBook Checkouts	712	858	888	788	824	816							4886
3M eBook Checkouts	497	363	437	409	446	391							2543
OneClick Digital eAudiobooks	268	283	327	277	282	381							1818
Zinio eMagazines	490	552	509	531	356	438							2876
SCC Users	105	127	97	96	92	60	83	83					743
SCC Sessions	135	158	114	112	103	68	99	101					890
SCC Pageviews	1,891	2,264	2,089	1,834	1,682	983	1356	905					13004
ShelfLife Newsletter Subscribers	135	146	152	160	165	171	177						
ShelfLife Newsletter Opens	60.7%	44.8%	48.7%	48.8%	59.4%	48.0%	42.4%						
ShelfLife Newsletter Clicks	5.2%	0.0%	3.3%	3.1%	4.8%	10.5%	2.8%						

TOTAL LOANS from Washington County Libraries

2015 LOANS	January	February	March	April**	May	June	July	August	Sept.	October	Novem.	Decem.	TOTAL
Woodbury	71,750	67,095	76,954	68,693	68,485	82,701	85,873	80,002	70,519	68,385	63,879	62,385	866,721
Forest Lake	30,253	28,338	32,361	29,237	27,544	35,465	36,788	35,309	29,430	28,753	26,141	25,435	365,054
Park-Grove	19,937	18,658	22,510	20,083	19,472	27,476	27,561	24,786	21,609	20,983	19,201	18,497	260,773
Oakdale	13,425	13,457	14,256	12,999	12,177	15,842	15,379	15,231	13,524	13,111	11,398	11,089	161,888
Wildwood	11,843	11,561	11,582	12,093	10,953	13,863	14,331	13,394	11,284	11,900	11,132	10,414	144,350
Valley	2,102	2,315	2,742	2,350	2,170	2,824	2,578	2,827	2,435	2,483	2,076	2,010	28,912
Marine*	465	463	438	578	471	380	444	443	438	381	467	469	5,437
Hugo*	539	364	341	346	253	393	349	324	335	343	350	264	4,201
Newport*	31	35	62	57	38	83	73	51	66	65	38	35	634
Law Library	43	69	62	92	37	43	55	61	62	75	56	136	791
Downloads	19,232	18,184	20,308	18,077	18,769	19,548	20,894	21,146	19,329	19,371	19,365	19,758	233,981
SS (Mostly ILL)	838	728	920	774	594	718	743	693	750	730	702	685	8,875
Stillwater	24,820	23,282	25,671	24,190	22,942	30,090	29,927	27,493	24,999	25,224	23,971	22,285	304,894
Bayport	5,211	4,556	5,587	5,046	4,250	5,175	5,905	5,136	5,010	5,597	5,076	4,840	61,389
TOTAL Loans	200,489	189,105	213,794	194,615	188,155	234,601	240,900	226,896	199,790	197,401	183,852	178,302	2,447,900

* Library Express Service

**WW's Self-Check machines were pointing to WB's ports, so their numbers have been adjusted accordingly (7850 subtracted from WB & added to WW)

2014-15 % CHANGE	January	February	March	April	May	June	July	August	Sept.	October	Novem.	Decem.	TOTAL
Woodbury	-4.9%	-3.4%	-8.0%	-9.9%	-3.3%	-6.4%	-11.1%	-4.0%	-8.9%	-8.1%	-5.0%	-5.9%	-6.7%
Forest Lake	-4.0%	-4.1%	-9.3%	-11.8%	-10.3%	-2.2%	-8.4%	-0.4%	-6.1%	-12.2%	-10.0%	-11.5%	-7.4%
Park-Grove	-2.0%	-5.4%	-3.9%	-8.0%	-2.3%	8.0%	-0.5%	2.4%	0.9%	-0.7%	-1.1%	-1.7%	-1.0%
Oakdale	-17.2%	-3.6%	-14.2%	-12.4%	-15.7%	-4.2%	-19.9%	-6.8%	-12.5%	-15.4%	-11.4%	-12.3%	-12.3%
Wildwood	314.8%	32.8%	-13.8%	-0.1%	-6.6%	-4.8%	-13.3%	-4.3%	-14.4%	-7.7%	-4.4%	-9.2%	0.9%
Valley	-11.8%	-0.8%	16.6%	-8.9%	-13.0%	-14.2%	-26.3%	-9.7%	-11.3%	-12.4%	-17.8%	-12.6%	-11.0%
Marine	-27.9%	-22.8%	-38.5%	-13.5%	-25.4%	-40.9%	-44.8%	-29.7%	-28.0%	-34.5%	11.7%	-1.7%	-26.7%
Hugo	79.7%	15.9%	5.2%	15.0%	-23.1%	-8.0%	-20.5%	-23.9%	-28.4%	17.5%	8.7%	-30.5%	-2.8%
Newport	-58.1%	-32.7%	-3.1%	18.8%	-53.7%	43.1%	-18.0%	-21.5%	-37.1%	1.6%	-15.6%	-2.8%	-18.9%
Law Library	-36.8%	-26.6%	-42.6%	-2.1%	-52.6%	-29.5%	-26.7%	5.2%	-11.4%	-8.5%	5.7%	223.8%	-10.4%
Downloads	30.9%	34.8%	29.0%	32.6%	29.7%	32.6%	33.9%	32.0%	23.7%	22.7%	21.3%	18.3%	28.2%
SS (Mostly ILL)	-8.0%	-3.4%	7.0%	-12.9%	-23.8%	-1.8%	-2.0%	-2.4%	-10.6%	54.0%	9.3%	-9.7%	-2.5%
Stillwater	-9.9%	-5.2%	-5.5%	-4.5%	-2.8%	0.7%	-3.0%	0.2%	1.5%	-1.0%	7.5%	3.9%	-1.7%
Bayport	-5.6%	-4.5%	4.1%	-13.2%	-15.4%	-3.2%	5.4%	-2.0%	-3.4%	9.4%	16.4%	8.0%	-0.7%
TOTAL % Change	1.0%	0.4%	-5.2%	-6.2%	-3.6%	-0.7%	-6.6%	-0.1%	-4.4%	-4.8%	-1.6%	-3.4%	-3.0%

2014 LOANS	January	February	March	April	May	June	July	August	Sept.	October	Novem.	Decem.	TOTAL
Woodbury	75,459	69,446	83,665	76,237	70,797	88,377	96,598	83,314	77,413	74,384	67,228	66,309	929,227
Forest Lake	31,529	29,549	35,662	33,163	30,719	36,277	40,140	35,452	31,330	32,754	29,059	28,728	394,362
Park-Grove	20,336	19,722	23,434	21,838	19,927	25,435	27,698	24,201	21,418	21,136	19,416	18,811	263,372
Oakdale	16,222	13,959	16,618	14,837	14,442	16,544	19,195	16,350	15,454	15,500	12,861	12,640	184,622
Wildwood**	2,855	8,704	13,440	12,104	11,725	14,563	16,535	13,999	13,186	12,894	11,642	11,474	143,121
Valley	2,383	2,334	2,351	2,579	2,495	3,293	3,496	3,132	2,744	2,834	2,526	2,301	32,468
Marine*	645	600	712	668	631	643	805	630	608	582	418	477	7,419
Hugo*	300	314	324	301	329	427	439	426	468	292	322	380	4,322
Newport*	74	52	64	48	82	58	89	65	105	64	45	36	782
Law Library	68	94	108	94	78	61	75	58	70	82	53	42	883
Downloads	14,687	13,486	15,747	13,632	14,467	14,738	15,607	16,015	15,631	15,788	15,968	16,701	182,467
SS (Mostly ILL)	911	754	860	889	780	731	758	710	839	474	642	759	9,107
Stillwater	27,554	24,556	27,169	25,337	23,608	29,873	30,847	27,446	24,619	25,483	22,306	21,447	310,245
Bayport	5,519	4,772	5,368	5,816	5,021	5,346	5,601	5,242	5,188	5,117	4,361	4,482	61,833
TOTAL Loans	198,542	188,342	225,522	207,543	195,101	236,366	257,883	227,040	209,073	207,384	186,847	184,587	2,524,230

** Wildwood Branch was closed from January 4-February 4 due to a water line break.

TOTAL LOANS from Washington County Libraries

2014 LOANS	January	February	March	April	May	June	July
Woodbury	75,459	69,446	83,665	76,237	70,797	88,377	96,598
Forest Lake	31,529	29,549	35,662	33,163	30,719	36,277	40,140
Park-Grove	20,336	19,722	23,434	21,838	19,927	25,435	27,698
Oakdale	16,222	13,959	16,618	14,837	14,442	16,544	19,195
Wildwood**	2,855	8,704	13,440	12,104	11,725	14,563	16,535
Valley	2,383	2,334	2,351	2,579	2,495	3,293	3,496
Marine*	645	600	712	668	631	643	805
Hugo*	300	314	324	301	329	427	439
Newport*	74	52	64	48	82	58	89
Law Library	68	94	108	94	78	61	75
Support Services	911	754	860	889	780	731	758
Stillwater	27,554	24,556	27,169	25,337	23,608	29,873	30,847
Bayport	5,519	4,772	5,368	5,816	5,021	5,346	5,601
TOTAL Loans	183,855	174,856	209,775	193,911	180,634	221,628	242,276

** Wildwood Branch was closed from January 4-February 4 due to a water line break.

2013-14 % CHANGE	January	February	March	April	May	June	July
Woodbury	2.7%	-5.7%	-1.7%	-6.7%	-5.5%	4.5%	2.4%
Forest Lake	-6.3%	-9.2%	-2.2%	-7.1%	-2.6%	1.5%	-4.1%
Park-Grove	-4.9%	-10.5%	-8.3%	-12.6%	-14.2%	-7.6%	-7.5%
Oakdale	0.2%	-7.8%	-7.0%	-8.0%	-5.1%	-6.4%	-4.2%
Wildwood	-79.4%	-34.3%	-13.0%	-20.4%	-14.5%	-9.9%	-4.8%
Valley	-17.4%	-19.5%	-28.8%	-17.9%	-17.6%	-5.7%	-15.3%
Marine	10.1%	-19.6%	-19.5%	-30.2%	-26.0%	-21.8%	-16.7%
Hugo	-21.5%	-9.8%	-6.6%	-22.0%	-16.5%	14.2%	-16.7%
Newport	10.4%	-21.2%	-17.9%	-33.3%	9.3%	3.6%	117.1%
Law Library	21.4%	3.3%	33.3%	-23.0%	-4.9%	-25.6%	1.4%
Support Services	14.6%	16.2%	16.1%	7.4%	-3.8%	8.0%	-20.2%
Stillwater	10.1%	-1.4%	-3.9%	-5.9%	-5.6%	1.3%	-4.9%
Bayport	-14.9%	-18.6%	-14.5%	-11.1%	-21.9%	-4.5%	-10.9%
TOTAL % Change	-5.6%	-9.0%	-4.8%	-8.8%	-7.5%	-0.3%	-2.7%

2013 LOANS	January	February	March	April	May	June	July
Woodbury	73,471	73,616	85,080	81,685	74,926	84,576	94,366
Forest Lake	33,665	32,555	36,458	35,715	31,548	35,725	41,858
Park-Grove	21,380	22,040	25,549	24,976	23,231	27,540	29,957
Oakdale	16,193	15,145	17,867	16,133	15,220	17,669	20,027
Wildwood	13,845	13,257	15,454	15,213	13,713	16,161	17,373
Valley	2,886	2,901	3,301	3,141	3,028	3,493	4,128
Marine**	586	746	884	957	853	822	966
Hugo*	382	348	347	386	394	374	527
Newport*	67	66	78	72	75	56	41
Law Library	56	91	81	122	82	82	74
Support Services	795	649	741	828	811	677	950
Stillwater	25,019	24,900	28,269	26,912	25,004	29,485	32,452
Bayport	6,485	5,865	6,276	6,545	6,428	5,596	6,285
TOTAL Loans	194,830	192,179	220,385	212,685	195,313	222,256	249,004

2012-13 % CHANGE	January	February	March	April	May	June	July
Woodbury	11.0%	9.3%	10.9%	27.9%	9.7%	6.9%	15.6%

Forest Lake	3.9%	-0.8%	1.5%	15.8%	-5.3%	-0.5%	11.2%
Park-Grove	5.9%	10.9%	14.3%	31.6%	7.8%	12.5%	15.7%
Oakdale	5.8%	0.3%	9.5%	17.3%	-1.1%	9.5%	10.3%
Wildwood	5.0%	0.3%	9.3%	19.0%	-1.2%	9.5%	8.2%
Valley	12.3%	14.6%	96.7%	18.6%	9.2%	0.5%	21.4%
Marine	-7.1%	15.3%	26.6%	40.9%	28.5%	3.1%	34.9%
Hugo	N/A	N/A	N/A	N/A	N/A	N/A	33.8%
Newport	-71.8%	-63.1%	-55.7%	-56.1%	27.1%	51.4%	-32.8%
Law Library	-43.4%	-4.2%	-8.0%	40.2%	78.3%	-9.9%	54.2%
Support Services	-9.4%	-33.5%	-22.2%	-3.0%	-14.1%	-15.7%	44.4%
Stillwater	-3.5%	-3.5%	-2.5%	10.2%	2.4%	-3.5%	0.2%
Bayport	13.0%	-6.5%	-5.7%	20.7%	23.3%	-2.9%	-4.0%
TOTAL % Change	6.0%	3.8%	7.4%	21.7%	4.5%	4.7%	11.4%

2012 LOANS	January	February	March	April	May	June	July
Woodbury	66,204	67,368	76,700	63,846	68,302	79,123	81,617
Forest Lake	32,411	32,830	35,936	30,835	33,311	35,919	37,654
Park-Grove	20,194	19,871	22,350	18,983	21,557	24,479	25,903
Oakdale	15,302	15,101	16,312	13,756	15,396	16,140	18,163
Wildwood	13,190	13,220	14,133	12,779	13,881	14,762	16,053
Valley	2,570	2,532	1,678	2,648	2,773	3,474	3,400
Marine**	631	647	698	679	664	797	716
Hugo*	356	299	464	301	376	281	394
Newport*	238	179	176	164	59	37	61
Law Library	99	95	88	87	46	91	48
Support Services	877	976	952	854	944	803	658
Stillwater	25,916	25,791	29,004	24,418	24,426	30,552	32,392
Bayport	5,739	6,276	6,655	5,424	5,214	5,765	6,547
TOTAL Loans	183,727	185,185	205,146	174,774	186,949	212,223	223,606

* Library Express Service

**Full operation began 1/20/12; Library Express & Internal circulation

August	Sept.	October	Novem.	Decem.	TOTAL
83,314	77,413	74,384	67,228	66,309	929,227
35,452	31,330	32,754	29,059	28,728	394,362
24,201	21,418	21,136	19,416	18,811	263,372
16,350	15,454	15,500	12,861	12,640	184,622
13,999	13,186	12,894	11,642	11,474	143,121
3,132	2,744	2,834	2,526	2,301	32,468
630	608	582	418	477	7,419
426	468	292	322	380	4,322
65	105	64	45	36	782
58	70	82	53	42	883
710	839	474	642	759	9,107
27,446	24,619	25,483	22,306	21,447	310,245
5,242	5,188	5,117	4,361	4,482	61,833
211,025	193,442	191,596	170,879	167,886	2,341,763

August	Sept.	October	Novem.	Decem.	TOTAL
-5.0%	1.5%	-7.2%	-8.8%	-1.2%	-2.5%
-5.9%	2.3%	-3.5%	-3.2%	8.2%	-2.9%
-9.0%	-1.5%	-3.6%	-6.3%	5.6%	-7.1%
-7.4%	5.9%	-4.9%	-11.2%	1.3%	-4.7%
-11.0%	-0.1%	-5.1%	-6.4%	3.8%	-16.3%
-7.0%	3.2%	-3.5%	-7.2%	-17.6%	-13.1%
-35.3%	-31.5%	-28.2%	-34.5%	-11.0%	-23.2%
-4.5%	8.8%	-23.8%	22.4%	25.4%	-5.7%
35.4%	22.1%	39.1%	36.4%	-43.8%	6.8%
-30.1%	-16.7%	0.0%	-28.4%	-46.2%	-10.7%
-7.4%	8.3%	-46.4%	-9.3%	-2.9%	-2.8%
-6.7%	1.2%	-6.1%	-6.3%	5.5%	-2.1%
-7.3%	-1.4%	-14.0%	-14.7%	-0.3%	-11.6%
-6.7%	1.3%	-6.1%	-7.5%	2.1%	-4.7%

August	Sept.	October	Novem.	Decem.	TOTAL
87,744	76,298	80,114	73,716	67,097	952,689
37,681	30,611	33,943	30,008	26,552	406,319
26,583	21,735	21,934	20,714	17,814	283,453
17,655	14,595	16,304	14,475	12,472	193,755
15,728	13,197	13,583	12,444	11,052	171,020
3,367	2,659	2,936	2,723	2,794	37,357
974	888	811	638	536	9,661
446	430	383	263	303	4,583
48	86	46	33	64	732
83	84	82	74	78	989
767	775	884	708	782	9,367
29,410	24,316	27,150	23,813	20,320	317,050
5,654	5,263	5,949	5,111	4,494	69,951
226,140	190,937	204,119	184,720	164,358	2,456,926

August	Sept.	October	Novem.	Decem.	YTD %
8.7%	23.1%	18.4%	17.7%	24.0%	14.7%

1.7%	5.1%	8.3%	0.7%	8.2%	4.0%
4.9%	10.7%	7.5%	10.5%	11.4%	11.8%
-4.3%	-5.8%	5.3%	1.6%	1.9%	4.1%
-0.6%	2.3%	1.6%	-1.9%	0.1%	4.4%
5.5%	18.6%	6.1%	16.2%	35.8%	17.9%
39.9%	60.3%	29.1%	1.9%	10.7%	23.5%
33.5%	48.3%	12.0%	-18.6%	95.5%	28.0%
-5.9%	38.7%	-11.5%	6.5%	33.3%	-36.8%
-22.4%	-27.0%	-25.5%	-11.9%	85.7%	-2.3%
-7.0%	10.6%	4.0%	4.4%	40.1%	-3.2%
-2.7%	7.1%	5.0%	4.7%	6.1%	1.2%
0.2%	1.2%	1.1%	-12.7%	-6.6%	1.4%
3.5%	11.6%	10.5%	8.2%	13.2%	8.6%

August	Sept.	October	Novem.	Decem.	TOTAL
80,746	61,999	67,648	62,616	54,096	830,265
37,052	29,127	31,344	29,805	24,549	390,773
25,339	19,643	20,410	18,739	15,997	253,465
18,441	15,499	15,479	14,243	12,238	186,070
15,815	12,903	13,373	12,682	11,042	163,833
3,190	2,242	2,766	2,343	2,057	31,673
696	554	628	626	484	7,820
334	290	342	323	155	3,915
51	62	52	31	48	1,158
107	115	110	84	42	1,012
825	701	850	678	558	9,676
30,235	22,703	25,858	22,753	19,147	313,195
5,645	5,199	5,886	5,855	4,812	69,017
218,476	171,037	184,746	170,778	145,225	2,261,872

TOTAL LOANS from Washington County Libraries

2014 LOANS	January	February	March	April	May	June	July
Woodbury	75,459	69,446	83,665	76,237	70,797	88,377	96,598
Forest Lake	31,529	29,549	35,662	33,163	30,719	36,277	40,140
Park-Grove	20,336	19,722	23,434	21,838	19,927	25,435	27,698
Oakdale	16,222	13,959	16,618	14,837	14,442	16,544	19,195
Wildwood**	2,855	8,704	13,440	12,104	11,725	14,563	16,535
Valley	2,383	2,334	2,351	2,579	2,495	3,293	3,496
Marine*	645	600	712	668	631	643	805
Hugo*	300	314	324	301	329	427	439
Newport*	74	52	64	48	82	58	89
Law Library	68	94	108	94	78	61	75
Downloads	14,687	13,486	15,747	13,632	14,467	14,738	15,607
ILL via MnLINK	911	754	860	889	780	731	758
Stillwater	27,554	24,556	27,169	25,337	23,608	29,873	30,847
Bayport	5,519	4,772	5,368	5,816	5,021	5,346	5,601
TOTAL Loans	198,542	188,342	225,522	207,543	195,101	236,366	257,883

** Wildwood Branch was closed most of January due to a water line break.

*Library Express Service

2013-14 % CHANGE	January	February	March	April	May	June	July
Woodbury	2.7%	-5.7%	-1.7%	-6.7%	-5.5%	4.5%	2.4%
Forest Lake	-6.3%	-9.2%	-2.2%	-7.1%	-2.6%	1.5%	-4.1%
Park-Grove	-4.9%	-10.5%	-8.3%	-12.6%	-14.2%	-7.6%	-7.5%
Oakdale	0.2%	-7.8%	-7.0%	-8.0%	-5.1%	-6.4%	-4.2%
Wildwood	-79.4%	-34.3%	-17.4%	-27.4%	-14.5%	-9.9%	-4.8%
Valley	-17.4%	-19.5%	-5.5%	54.3%	-17.6%	-5.7%	-15.3%
Marine	10.1%	-19.6%	-19.5%	-30.2%	-26.0%	-21.8%	-16.7%
Hugo	-21.5%	-9.8%	-6.6%	-22.0%	-16.5%	14.2%	-16.7%
Newport	10.4%	-21.2%	-17.9%	-33.3%	9.3%	3.6%	117.1%
Law Library	21.4%	3.3%	33.3%	-23.0%	-4.9%	-25.6%	1.4%
Downloads	53.7%	64.6%	38.8%	24.0%	38.7%	34.7%	34.9%
ILL via MnLINK	14.6%	16.2%	16.1%	7.4%	-3.8%	8.0%	-20.2%
Stillwater	10.1%	-1.4%	-3.9%	-5.9%	-5.6%	1.3%	-4.9%
Bayport	-14.9%	-18.6%	-14.5%	-11.1%	-21.9%	-4.5%	-10.9%
TOTAL % Change	-2.9%	-6.0%	-2.7%	-7.2%	-5.2%	1.4%	-1.0%

2013 LOANS	January	February	March	April	May	June	July
Woodbury	73,471	73,616	85,080	81,685	74,926	84,576	94,366
Forest Lake	33,665	32,555	36,458	35,715	31,548	35,725	41,858
Park-Grove	21,380	22,040	25,549	24,976	23,231	27,540	29,957
Oakdale	16,193	15,145	17,867	16,133	15,220	17,669	20,027
Wildwood	13,845	13,257	16,267	16,683	13,713	16,161	17,373
Valley	2,886	2,901	2,488	1,671	3,028	3,493	4,128
Marine*	586	746	884	957	853	822	966
Hugo*	382	348	347	386	394	374	527
Newport*	67	66	78	72	75	56	41
Law Library	56	91	81	122	82	82	74
Downloads	9,555	8,193	11,347	10,995	10,428	10,938	11,573
ILL viaMnLink	795	649	741	828	811	677	950
Stillwater	25,019	24,900	28,269	26,912	25,004	29,485	32,452
Bayport	6,485	5,865	6,276	6,545	6,428	5,596	6,285
TOTAL Loans	204,385	200,372	231,732	223,680	205,741	233,194	260,577

*Library Express Service

2012-13 % CHANGE	January	February	March	April	May	June	July
Woodbury	11.0%	9.3%	10.9%	27.9%	9.7%	6.9%	15.6%
Forest Lake	3.9%	-0.8%	1.5%	15.8%	-5.3%	-0.5%	11.2%
Park-Grove	5.9%	10.9%	14.3%	31.6%	7.8%	12.5%	15.7%
Oakdale	5.8%	0.3%	9.5%	17.3%	-1.1%	9.5%	10.3%
Wildwood	5.0%	0.3%	15.1%	30.6%	-1.2%	9.5%	8.2%
Valley	12.3%	14.6%	48.3%	-36.9%	9.2%	0.5%	21.4%
Marine	-7.1%	15.3%	26.6%	40.9%	28.5%	3.1%	34.9%
Hugo	7.3%	16.4%	-25.2%	28.2%	4.8%	33.1%	33.8%
Newport	-71.8%	-63.1%	-55.7%	-56.1%	27.1%	51.4%	-32.8%
Law Library	-43.4%	-4.2%	-8.0%	40.2%	78.3%	-9.9%	54.2%
Downloads	29.1%	22.0%	67.2%	61.8%	52.5%	49.2%	50.9%
ILL via MNLink	-9.4%	-33.5%	-22.2%	-3.0%	-14.1%	-15.7%	44.4%
Stillwater*	-3.5%	-3.5%	-2.5%	10.2%	2.4%	-3.5%	0.2%
Bayport*	13.0%	-6.5%	-5.7%	20.7%	23.3%	-2.9%	-4.0%
TOTAL % Change	6.9%	4.4%	9.3%	23.2%	6.2%	6.2%	12.7%

2012 LOANS	January	February	March	April	May	June	July
Woodbury	66,204	67,368	76,700	63,846	68,302	79,123	81,617
Forest Lake	32,411	32,830	35,936	30,835	33,311	35,919	37,654
Park-Grove	20,194	19,871	22,350	18,983	21,557	24,479	25,903
Oakdale	15,302	15,101	16,312	13,756	15,396	16,140	18,163
Wildwood	13,190	13,220	14,133	12,779	13,881	14,762	16,053
Valley	2,570	2,532	1,678	2,648	2,773	3,474	3,400
Marine**	631	647	698	679	664	797	716
Hugo*	356	299	464	301	376	281	394
Newport*	238	179	176	164	59	37	61
Law Library	99	95	88	87	46	91	48
Downloads	7,403	6,718	6,787	6,795	6,840	7,331	7,670
ILL via MNLink	877	976	952	854	944	803	658
Stillwater	25,916	25,791	29,004	24,418	24,426	30,552	32,392
Bayport	5,739	6,276	6,655	5,424	5,214	5,765	6,547
TOTAL Loans	191,130	191,903	211,933	181,569	193,789	219,554	231,276

* Library Express Service

**Full operation began 1/20/12; Library Express & Internal circulation

2011-12 % CHANGE	January	February	March	April	May	June	July
Woodbury	-11.5%	-1.4%	-9.1%	-16.6%	9.2%	-6.8%	-7.6%
Forest Lake	-14.0%	-5.4%	-15.6%	-15.6%	11.3%	-6.8%	-8.8%
Park-Grove	-6.9%	-6.3%	-6.0%	-12.6%	26.5%	-1.5%	-0.9%
Oakdale	-5.6%	-2.5%	-12.4%	-13.9%	20.3%	-5.4%	-0.8%
Wildwood	-16.2%	-8.8%	-21.0%	-19.4%	10.8%	-17.1%	-9.7%
Valley	-9.0%	5.6%	-44.6%	-0.6%	36.7%	19.5%	-3.3%
Marine	-60.0%	-64.3%	-63.4%	-62.4%	-49.7%	-55.9%	-70.8%
Hugo	N/A	N/A	N/A	N/A	N/A	N/A	9.7%
Newport	-53.3%	-68.5%	-70.5%	-70.8%	-89.2%	-94.1%	-88.2%
Law Library	7.6%	53.2%	15.8%	50.0%	-25.8%	0.0%	-26.2%
Downloads	588.7%	664.3%	235.2%	111.0%	147.4%	135.0%	195.6%
ILL via MnLINK	3.1%	14.0%	14.4%	-13.3%	224.4%	10.2%	-10.6%
Stillwater*	1.4%	6.2%	-3.8%	-10.7%	16.2%	-3.7%	5.3%
Bayport*	-5.7%	2.0%	-9.6%	-16.3%	3.4%	-1.8%	14.4%
TOTAL % Change	-7.6%	-0.7%	-10.2%	-14.4%	14.4%	-5.6%	-3.9%

2011 LOANS	January	February	March	April	May	June	July
Woodbury	74,840	68,299	84,415	76,548	62,575	84,886	88,307
Forest Lake	37,703	34,701	42,591	36,524	29,938	38,538	41,298
Park-Grove	21,700	21,204	23,767	21,715	17,039	24,850	26,129
Oakdale	16,204	15,494	18,619	15,984	12,795	17,067	18,314
Wildwood	15,744	14,492	17,889	15,849	12,529	17,799	17,782
Valley	2,825	2,398	3,029	2,665	2,028	2,906	3,515
Marine	1,576	1,812	1,907	1,804	1,320	1,808	2,454
Hugo**	348	403	527	432	305	323	359
Newport	510	568	597	561	544	622	518
Lake Elmo	1,764	1,709	2,192	1,968	1,207	2,231	2,088
Law Library	92	62	76	58	62	91	65
Downloads	1,075	879	2,025	3,220	2,765	3,120	2,595
ILL to MnLINK	851	856	832	985	291	729	736
Stillwater*	25,547	24,275	30,163	27,343	21,025	31,733	30,755
Bayport*	6,086	6,152	7,361	6,483	5,044	5,868	5,721
TOTAL Loans	206,865	193,304	235,990	212,139	169,467	232,571	240,636

* Associated Libraries May 2011 is when the switch from Horizon to Symphony was made.

August	Sept.	October	Novem.	Decem.	TOTAL
83,314	77,413	74,384	67,228	66,309	929,227
35,452	31,330	32,754	29,059	28,728	394,362
24,201	21,418	21,136	19,416	18,811	263,372
16,350	15,454	15,500	12,861	12,640	184,622
13,999	13,186	12,894	11,642	11,474	143,121
3,132	2,744	2,834	2,526	2,301	32,468
630	608	582	418	477	7,419
426	468	292	322	380	4,322
65	105	64	45	36	782
58	70	82	53	42	883
16,015	15,631	15,788	15,968	16,701	182,467
710	839	474	642	759	9,107
27,446	24,619	25,483	22,306	21,447	310,245
5,242	5,188	5,117	4,361	4,482	61,833
227,040	209,073	207,384	186,847	184,587	2,524,230
					2,151,269

No ST BA LL

August	Sept.	October	Novem.	Decem.	TOTAL
-5.0%	1.5%	-7.2%	-8.8%	-1.2%	-2.5%
-5.9%	2.3%	-3.5%	-3.2%	8.2%	-2.9%
-9.0%	-1.5%	-3.6%	-6.3%	5.6%	-7.1%
-7.4%	5.9%	-4.9%	-11.2%	1.3%	-4.7%
-11.0%	-0.1%	-5.1%	-6.4%	3.8%	-17.4%
-7.0%	3.2%	-3.5%	-7.2%	-17.6%	-7.4%
-35.3%	-31.5%	-28.2%	-34.5%	-11.0%	-23.2%
-4.5%	8.8%	-23.8%	22.4%	25.4%	-5.7%
35.4%	22.1%	39.1%	36.4%	-43.8%	6.8%
-30.1%	-16.7%	0.0%	-28.4%	-46.2%	-10.7%
34.9%	41.9%	37.7%	42.3%	22.0%	37.9%
-7.4%	8.3%	-46.4%	-9.3%	-2.9%	-2.8%
-6.7%	1.2%	-6.1%	-6.3%	5.5%	-2.1%
-7.3%	-1.4%	-14.0%	-14.7%	-0.3%	-11.6%
-4.6%	3.5%	-3.8%	-4.6%	3.7%	-2.5%

August	Sept.	October	Novem.	Decem.	TOTAL
87,744	76,298	80,114	73,716	67,097	952,689
37,681	30,611	33,943	30,008	26,552	406,319
26,583	21,735	21,934	20,714	17,814	283,453
17,655	14,595	16,304	14,475	12,472	193,755
15,728	13,197	13,583	12,444	11,052	173,303
3,367	2,659	2,936	2,723	2,794	35,074
974	888	811	638	536	9,661
446	430	383	263	303	4,583
48	86	46	33	64	732
83	84	82	74	78	989
11,870	11,012	11,468	11,219	13,688	132,286
767	775	884	708	782	9,367
29,410	24,316	27,150	23,813	20,320	317,050
5,654	5,263	5,949	5,111	4,494	69,951
238,010	201,949	215,587	195,939	178,046	2,589,212

2,201,222

August	Sept.	October	Novem.	Decem.	TOTAL
8.7%	23.1%	18.4%	17.7%	24.0%	14.7%
1.7%	5.1%	8.3%	0.7%	8.2%	4.0%
4.9%	10.7%	7.5%	10.5%	11.4%	11.8%
-4.3%	-5.8%	5.3%	1.6%	1.9%	4.1%
-0.6%	2.3%	1.6%	-1.9%	0.1%	5.8%
5.5%	18.6%	6.1%	16.2%	35.8%	10.7%
39.9%	60.3%	29.1%	1.9%	10.7%	23.5%
33.5%	48.3%	12.0%	-18.6%	95.5%	17.1%
-5.9%	38.7%	-11.5%	6.5%	33.3%	-36.8%
-22.4%	-27.0%	-25.5%	-11.9%	85.7%	-2.3%
64.3%	63.6%	64.7%	53.7%	70.7%	54.2%
-7.0%	10.6%	4.0%	4.4%	40.1%	-3.2%
-2.7%	7.1%	5.0%	4.7%	6.1%	1.2%
0.2%	1.2%	1.1%	-12.7%	-6.6%	1.4%
5.5%	13.6%	12.5%	10.0%	16.2%	10.3%

August	Sept.	October	Novem.	Decem.	TOTAL
80,746	61,999	67,648	62,616	54,096	830,265
37,052	29,127	31,344	29,805	24,549	390,773
25,339	19,643	20,410	18,739	15,997	253,465
18,441	15,499	15,479	14,243	12,238	186,070
15,815	12,903	13,373	12,682	11,042	163,833
3,190	2,242	2,766	2,343	2,057	31,673
696	554	628	626	484	7,820
334	290	342	323	155	3,915
51	62	52	31	48	1,158
107	115	110	84	42	1,012
7,225	6,729	6,962	7,299	8,017	85,776
825	701	850	678	558	9,676
30,235	22,703	25,858	22,753	19,147	313,195
5,645	5,199	5,886	5,855	4,812	69,017
225,701	177,766	191,708	178,077	153,242	2,347,648

1,964,424

August	Sept.	October	Novem.	Decem.	YTD %
-6.8%	-12.0%	-8.3%	-10.9%	-17.6%	-8.4%
-12.2%	-18.2%	-13.5%	-15.6%	-21.2%	-11.6%
-1.6%	-5.8%	-2.7%	-5.7%	-11.5%	-3.2%
-1.2%	1.0%	-5.4%	-5.1%	-12.7%	-4.0%
-13.9%	-13.0%	-13.6%	-14.9%	-15.3%	-13.2%
-11.2%	-20.6%	12.3%	-5.9%	-11.1%	-4.2%
-70.5%	-67.5%	-59.8%	-47.4%	-56.2%	-62.0%
-18.7%	-22.0%	-30.3%	-10.3%	-59.7%	-22.7%
-89.7%	-88.3%	-86.5%	-92.0%	-88.3%	-81.1%
35.4%	69.1%	46.7%	18.3%	-39.1%	16.6%
95.9%	78.0%	64.0%	67.7%	31.0%	126.5%
-19.9%	-15.7%	12.3%	-17.2%	-17.5%	3.0%
-6.0%	-7.3%	-1.8%	-11.8%	-16.0%	-2.9%
0.5%	-5.3%	9.5%	8.6%	-13.1%	-1.6%
-7.3%	-10.6%	-7.0%	-9.9%	-16.0%	-6.8%

August	Sept.	October	Novem.	Decem.	TOTAL	
86,667	70,421	73,788	70,295	65,646	906,687	
42,208	35,610	36,245	35,320	31,144	441,820	
25,742	20,853	20,970	19,871	18,070	261,910	
18,664	15,349	16,368	15,001	14,014	193,873	
18,366	14,827	15,479	14,906	13,030	188,692	
3,592	2,825	2,463	2,491	2,313	33,050	
2,356	1,705	1,561	1,191	1,104	20,598	
411	372	491	360	385	4,716	
496	530	384	387	409	6,126	
2,367	1,775	1,535	1,337	1,107	21,280	
79	68	75	71	69	868	
3,689	3,780	4,245	4,353	6,118	37,864	
1,030	832	757	819	676	9,394	
32,154	24,504	26,340	25,795	22,784	322,418	
5,615	5,491	5,376	5,391	5,539	70,127	
243,436	198,942	206,077	197,588	182,408	2,519,423	2,126,010
** Library Express Service			eBook downloads begin 3/11			

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION:	
Events at the Library	
OWNER: Board President	PRESENTER: Mike Keliher
REQUESTED AGENDA TYPE (A, I, D): D	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION:	
BACKGROUND/CONTEXT: A committee of Board members has met with neighbors several times to try to ease the effects of events at the library. The library has made efforts to implement a number of the suggestions from neighbors. The library has received a letter from a neighbor with additional suggested mitigations. That letter has been distributed to you by President Keliher. It is also included here. To date no one has mentioned to the neighbors the possibility of permanent tent tie downs moving tent delivery – and traffic – away from the former Mulberry Street as the Board has not voted to accept this possible gift. The neighbors comfort is a concern but so is the library’s need for revenue. The Board might well establish a task force to work with ABY Events, the event coordinator, to examine all of the possibilities in order to balance neighbors’ comfort with the need for revenue.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS:	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?:	

Resolution/Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

A brief statistical look at events in 2015

The library hosted 36 events: 3 private/non-profit, 1 corporate, 19 ceremony-only weddings and 13 weddings with ceremony and reception. There was only one year in which the library had 41 events in a wedding season. All other years there were less than 40 events. (Please note that these numbers include *events* only, which the library classifies separately from *meetings* -- simpler, smaller gatherings that just require a basic reservation for a meeting room.) **Those 36 events yielded \$60,446 in income for the library.** In the course of hosting those events, the library's operating budget incurred \$3,123 worth of event setup costs. If events were to change substantially (or cease altogether) at the library, it would have been \$57,323 we'd need to replace in 2015.

Here's a breakdown of average revenue per event:

- Ceremony only: \$1,388
- Ceremony and reception: \$2,979
- Nonprofit event: \$364
- Other private event: \$588

Past Board Efforts

Beginning in January 2015, a group of library trustees began meeting and working with a group of the library's neighbors in an effort to dissolve tension, open lines of communication and find solutions to problems related to loading/unloading times and noise, terrace event noise, and loading/unloading parking.

Among the changes made as a result are:

- No Parking signs have been installed in a number of places along the former Mulberry Street.
- We've discussed parking enforcement with Police Chief Gannaway.
- The library's event coordinator provides her cell phone number to neighbors and responds to calls when received.
- The event coordinator met with city's event coordinator on arrangements for and management of events at the library and reviewed guidelines with vendors making deliveries to the library.
- As noise associated with delivering tents has occasionally been a problem, the library is discussing with a donor the possibility of installing permanent tent tie-downs on the terrace. This would move tent delivery from the former

Mulberry Street to Fourth Street under a delivery procedure okayed by the City Administrator.

- DJs, photographers, musicians are currently directed to the parking ramp. Caterers' vehicles usually are not. For caterers to park in the parking ramp, many caterer vehicles do not fit in the ramp. Also, food safety rules frown on food being moved through crowds of people as would happen if food arrived when the public is using the library. As load off and load on the elevator takes some time, people with disabilities have had to wait extended periods when we have had caterers use the parking ramp.

September 8, 2016

Board of Trustees
Stillwater Public Library
224 Third Street North
Stillwater, Minnesota 55082

Re: Events held at the library

I would like to formally submit this feedback and these suggestions to the Board of Trustees of the Stillwater Public Library. My goal is for the library to adjust some of its current policies regarding the events held at the library. I am hoping that we can find compromises that will allow the library to continue to generate funds with events, but also further reduce some of the intrusions on the lives of those neighbors most affected by these events.

I acknowledge and appreciate that there has been a good faith effort this year in trying to accommodate our requests and minimize the problems. I was very happy to see the loading zone signs go up on the north side of the building, the yellow curb along the fire lane, and that someone is now stationed on the loading ramp while caterers are unloading for the events. However, there are items that were brought up in a previous meeting with some of the board members that have not been addressed.

The first item is that the signs directly across from the loading ramp do not address, specifically, loading and unloading in the fire lane. I understand that the board followed the suggestion of the fire department with these signs, but as we knew as neighbors, without specifically addressing the idea of LOADING and UNLOADING, drivers often ignore the no parking signs with the rationalization that they will only be there for a short time. That short time is very subjective, with some thinking that twenty to thirty minutes is a short time.

Another request made by the neighbors was that some of the vendors be required to load in and out in the parking ramp to help minimize the noise and parking congestion on and near the loading ramp. Although I understand that some of the vendor vehicles will not fit in the parking ramp, I fail to understand why those that do fit are not required to load in and out in the parking ramp. Moving some of the vendor vehicles to that door would help with some of the parking and loading problems on the north side of the building.

The next topic I would like to address is the City's Code of Ordinances, specifically section 31-325, wherein the city has outlined what are and are not allowable uses in each zoning district. As you know, the library is zoned as Public Administration, and the following are three uses in this zoning that are NOT allowed in the Code of Ordinances. Those uses are as follows:

- Outside entertainment, commercial (8)
- Outside sales or special events (8)
- Exterior phonographs, paging systems, musical instruments, etc. that may disturb the peace and quiet of the public.

Footnote (8) reads as follows: These uses may be approved directly by the city council if the event is a one-time special event not occurring on a regular basis.

I am in possession of the email, dated May 10, 2016, from Dave Magnuson to Doug Menikheim regarding these points. This email is added to the Board of Trustees meeting packet for June.

Mr Magnuson summarized the "talking points" as follows:

- 1) The library is a permitted use.
- 2) The events are secondary to the function of the library.
- 3) As a secondary use, the Council approved the bonding for the construction of the library addition with a terrace for event rental.
- 4) No outside music is allowed after 10 PM unless the event requests a variance and the Council holds a public hearing to approve it.

Although it is true that the City Council approved the bonding for the construction of the library addition, and that those plans included the terrace for event rental, there is no notation about an amplification of sound that disturb the peace and quiet of the public, even though that is noted as a use that is not allowed in the zoning codes. Although one could infer that events would have the amplification of sound, it is not stated specifically, just as Mr Magnuson points out that "regular basis" is not defined specifically.

I think anyone can rationalize that 40-50 events in a six-month period should be considered as a "regular basis", just as most can rationalize that events of this nature will most likely have an amplification of sound. By that logic, you can or cannot assume one without the other.

On point #2, that events are a secondary use to the function of the library, I would like to point out that it is true that rented events can be considered a secondary use for this library now, it should also be pointed out that most libraries do not also operate as an outdoor event center to generate funds, so this should have been considered a new use, which would not qualify as a permissible use without a Special Use Permit. I would point to the Historic Courthouse, also zoned Public Administration, which does hold a Special Use Permit dating back to the 1980s, for its events.

The Stillwater Public Library, although considered a gathering place for the general public, has not been granted a Special Use Permit or a Variance for the new use, which began in 2007, as an outdoor event center for the purpose of generating rental income. Although a comment at a city council meeting and approval of building plans are occasionally used as justification for a new use, when a use specifically violates a zoning code, it is usually required that it is only allowed to do so by way of a Special Use Permit from the city council.

I point all of this out because there is a case to be made that for the last ten seasons the library has been violating the City Code of Ordinances. This violation has undoubtable caused problems and changed the lives of some neighboring residents.

I have spent hundreds of hours researching and documenting, and over a thousand dollars in sound proofing, legal fees and other misc. expenses all in an effort to squelch the noise and put an end to the problems caused by the library events. I have been advised that there are few different civil options, but this would be expensive, both for the library and for myself. I strongly believe that sitting down with the Board of Trustees to try and find a compromise is the best approach at this time.

Although I would like to see the events come to an end entirely, I do not think this is a fair or equitable resolution for anyone. I do not want to stop those funds from helping maintain the services our public library provides for our community, but I do not believe that our neighborhood should pay such a high price for the library to serve the entire community. I am also very aware that the city council is not in favor of increasing the city's portion of the library's budget, leaving the library searching for ways to generate funds. Therefore, I submit the following items I would like to see implemented or changed and I welcome a discussion about these ideas:

1. **LIMIT THE NUMBER OF WEDDING RECEPTIONS TO ONE EACH CALANDAR MONTH.** The number of vendors and how those vendors park, the alcohol, and a wedding party and guests who often act very entitled having paid their rental fees, all seem to cause the most problems. I see a very distinct difference in how people act when it is just a ceremony vs when they are settled in for an eight to twelve-hour event.

I would like to see no more than ONE wedding reception or similar party-style event that allows the consumption of alcohol AND is scheduled past 10 PM each month. Ideally this could be set up to be scheduled the same day (Friday or Saturday only) every month. For example; the second Saturday of every month. This way the neighbors will always know, without having to check several emails, and we can plan accordingly.

I realize this could limit the number of wedding bookings, as some couples are adamant in wanting to have the ceremony and reception at the same location. However, as you are aware, there are more bookings for ceremony only events than there are for a combination of the ceremony and reception. I think that given time the number of ceremony only weddings and other types of events that are slowly starting to be booked will fill the financial gap that will be left by cutting the wedding receptions from three to six per month to one per month.

2. LIMIT THE HOURS OF SUNDAY THRU THURSDAY EVENTS TO 9 AM to 9 PM. Given that the library has nearly a dozen residential neighbors within fifty to one hundred feet, unlike the Historic Courthouse, I don't think this is an unreasonable request for weeknights to include Sundays.
3. LIMIT THE HOURS OF ALL OTHER FRIDAY AND SATURDAY EVENTS (excluding the one reception with the option to go until midnight and the Light a Spark event) TO 9AM to 10 PM.
4. ANNUAL LIGHT A SPARK FOURTH OF JULY EVENT. Provided the same care is taken every year, in relation to the neighbors, as it was this year, I have no objection to the event continuing in its current form and would NOT consider this to be the one monthly event as outlined in #1.
5. AUCTIONEER, HORNS AND OTHER BOUNCING SOUNDS. There are few sounds that seem to bounce and amplify differently in the neighborhood. Lakeview's annual fundraiser with an auctioneer, and horn instruments seem to be two of those sounds. Although the auction was shorter this year and Anne did try to squelch the sound some, it was still more than a minor annoyance. I would like to see this auction handled without amplification. Last weekend we had an issue with a band but Anne was able to quickly adjust that volume to an acceptable level. I would like to see this response every time, instead of being told it's not too loud. Early in this summer's event season I was told, at about 9:45 PM, by the officer working a wedding reception; "I don't think it's that loud". This was his personal opinion, but he even acknowledged that he wouldn't want to live here when I pointed to my bedroom window. This should not be at each officer's discretion. If the neighbors were complaining about volume during every event, I could understand some push-back but that it not the case. I don't know that there have been more than a handful of volume complaints this entire season.
6. VENDOR VEHICLES THAT FIT IN THE PARKING RAMP SHOULD BE REQUIRED TO LOAD IN AND OUT IN THE PARKING RAMP. This will help reduce the noise and congestion around the loading ramp.
7. FIRE LANE. Although it will be a great benefit to have someone sit on the loading ramp while vendors are unloading, our biggest problem seems to be with the tent people. They are often unloading well in advance of an event and often loading back up a day or two later. I address how this could be handled in #8. If we continue to have a person on the loading ramp and start fining these vendors, I don't think additional signage to specifically address un/loading is necessary.
8. FINES FOR VENDORS IF VEHICLE IS PHOTOGRAPHED IN THE FIRE LANE WITHOUT A DRIVER AT THE WHEEL. I believe this explains itself. I would think that the vendor contract could be amended to add a clause stating that \$50 will be deducted from payment if a vehicle is parked illegally. Or, if the library is not paying the vendor, deduct \$50 from the renter's deposit and they can withhold it from payment to the vendor.

9. EVENTS TO BE LIMITED TO THE FOOTPRINT OF THE BUILDING. As explained in a previous email to Mike, during a wedding event in June, part of the festivities included the amplification of music and dancing in Mulberry Street (also our driveway). This went on for about twenty minutes and unfortunately I picked that time to come home from work. I was blocked out and stuck sitting in my car in the middle of Mulberry. Amending the policy and/or contract to keep all activities (other than pictures) within the footprint of the building should stop this from happening again.

I did have one more request and that was to stop all events on Sundays, but I realized this was probably too big of an ask. When the library is closed on Sundays it is wonderful not having cars constantly turning around in our driveway and people mulling about. I know that does not sound very neighborly but the traffic and number of people has increased drastically since the library expanded and the walking path was introduced next to our property. I understand that this is simply a growing pain and there is nothing that can be done about it, but if event renters could be gently persuaded to pick a different day of the week, or even if Sunday events could be concluded by early afternoon, it would be greatly appreciated.

I would like to stress that these thoughts and suggestions are my own. Although some neighbors may agree with all of the requests, others may agree with only some or none. Those neighbors living closest to the library, who I know have had issues with the events, have been given a copy of this letter and have been notified that they are free to attend the meeting on September 13 with their own feedback and ideas.

I greatly look forward to discussing these items with you all, and I hope you find these compromises to be workable solutions.

Thank you so very much for your time.

Suzi Quaderer
qqsuziqq@msn.com

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION: Strategic Plan Assessment	
OWNER: Board	PRESENTER: Lynne Bertalmio
REQUESTED AGENDA TYPE (A, I, D): D	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION:	
BACKGROUND/CONTEXT: With essentially a year and a quarter before the end of the Strategic Plan 2014-17 it is a good time to reflect on what has been accomplished and what is yet to be completed.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS: Strategic Plan Progress Report, Strategic Plan Assessment, Dashboard	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?:	

Resolution/ Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

STILLWATER PUBLIC LIBRARY – IMPLEMENTATION PLAN DRAFT – BY DATE agenda item 6

green = completed, orange = in progress, red= delayed

- 2014 -

GOAL/STRAT.	TACTIC	RESPONSIBILITIES	TIMEFRAME	PROGRESS
2.2.2	Allocate resources in the budget to fund staff training and professional development	Director, Board	Accomplished in 2015 budget	Increase of \$2,000 in professional development funds in 2015 budget; additional \$2,000 in 2016 budget request
1.3.1	Allocate funding to hire consultant	Board	October, 2014	Additional funds may be needed to fund building study
1.3.7	Finalize plan with architect to provide shade on the terrace	Director	By November 1, 2014	Construction completed
2.3.1	Present and promote the strategic plan and directions to the staff.	Board members, Board chair and Director	Accomplished	
2.3.2	Present and promote the strategic plan and directions to Foundation and Friends.	Board members, Board chair and Director	Accomplished	
2.3.3	Present and promote the strategic plan and directions to City Council.	Board members, Board chair and Director	Accomplished	
2.3.4	Meet with the Foundation leadership to discuss possible financial support for the strategic plan	Director, Library Board, Foundation leadership	January 2016	SPLF has funded Sunday hours September 2015- May 2016 and Sept – Dec 2016; Foundation has agreed to pay for half of 2017 Sundays
2.3.9	Investigate City goals and determine how the Library can support the goals	Doug Menikheim and Lynne Bertalmio	December 2015	The City Administrator thinks that the library could best help with communication of City goals, initiatives, and opportunities; He will discuss this further with us as the City's planning advances
3.2.1	Redesign the website and launch it	Carolyn Blocher	Accomplished	New website available for public

3.2.2	Promote the new website	Carolyn Blocher	Accomplished	Website has received kudos; staff still have some bugs to work out
3.2.3	Install new signs and messaging in the Library (and perhaps do PR in the community to emphasize the tech services currently available. Conduct staff training on promoting available tech services to patrons	Aurora Jacobsen	Accomplished; training continues	Signs have been installed; new lanyards help public separate volunteers from staff; iPads are being loaded with software to allow staff to start roving
1.2.1	Run ILS reports on collection use and analysis for potential downsizing	Management team	First week February	Reports are supporting creation of new Collection Development Policy and collection plan
1.2.6	Review current operations of the St. Croix Collection, including collections, staffing, use, and budget for future purchases	Management team	By March, 2014	Carolyn Blocher reported to the Board at March 2015 meeting
2.3.5	Ensure that all City Council members receive periodic communications about the Library, Friends and Foundation	Director	October 15, 2015 and ongoing	Administrator and Council will receive updates on plan progress
2.3.7	Plan a Library "Leadership" Summit of Library Board, Foundation Board, Friends Board, City Council – with specific goals and outcomes for the Summit	Board and Board Chair	ON HOLD	
2.3.11	Request and pursue both Director and Library Board participation in the Washington County Library planning efforts	Director/Board member	Director is on Stakeholders Task Force	WCL Strategic Plan has been adopted; facilities plan has been drafted and approved by the Board of Commissioners

- 2015 -

GOAL/STRAT.	TACTIC	RESPONSIBILITIES	TIMEFRAME	PROGRESS
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2.3.6	Schedule regular topical, formal presentations (not budget or regular updates) to the Council at least annually	Board Chair/Director	Beginning January 2016	When the building study is completed and the library has made decisions on the issues raised, the advantages of some building changes should be presented to the Council
3.2.4	Review current Library PR marketing efforts for effectiveness and efficiency	Director, Foundation and possibly outside consultant, volunteers with PR expertise	By January, 2015	PR/PI needs inventory completed
3.1.1	Develop teen services goals and objectives in relationship to the Library strategic plan	Youth Services Staff	January-April, 2015	Youth Services Supervisor reported at April 2015 Board meeting; information for 2016 budget request has been generated
1.1.1	Select new service model	Director and Aurora Jacobsen, with Board review and approval	By March 1, 2015	Board voted April 2015 to have model tested by building study
1.1.1	Develop a plan for implementation of the new service model	Director, Carolyn Blocher, Aurora Jacobsen, Jody Vasilakes	By August 1, 2016	A plan for staffing, facilities, equipment needed in the new model
1.2.2	Complete plan to downsize the hard copy collection by 10% over 3 years, and appropriately increase virtual collections	Director	By February 1, 2015	Plan is to reduce by 4% in 2014 (achieved), 3% in 2015, and 3 percent in 2016
1.3.2	Issue a letter for a facilities study consultant	Director	By February 1, 2015	Completed
1.3.8	Complete project to provide shade on terrace	Director	Before May 1, 2015	Completed
1.4.2	Plan for Sunday hours during school year 2015-16 with implementation plan	Director and Carolyn Blocher	By February 1, 2015	Schedule completed for September 2015 – May 2016; Funds raised; change communicated
2.2.4	Designate a staff champion for creating a tech savvy environment with the Library for both patrons and staff, and complete a plan for instituting the environment over 2 years	Carolyn Blocher and Aurora Jacobsen	By January 1, 2016	Tech competencies developed; staff assessments done; continuous technology training plan in place

2.3.10	Actively engage and support at least one broader City goal through Library services	Director	By March 1, 2016	When appropriate in the City's schedule. We will develop a plan to aid the City in communications
1.4.1	Study and review patron and visitation patterns and preferences.	Management team and staff	January – April, 2015	Usage is heaviest in the morning and on the lower level; have established some costs of a kiosk for item pick up outside library hours
1.2.3	Weed the hard copy collection according to the model	Management – using contractors or staff	March-December, 2015	Weeding continues
3.2.5	Create and implement a PR and marketing plan to increase awareness in the community	Management team	March - December, 2015	An online newsletter – sympathetic to the website – has been created; Staff is finalizing key messages; A mailed newsletter will be distributed twice in 2016
1.3.3	Hire a facilities consultant	Director and Board	By April, 2015	Done
2.2.3	Assess current staff levels and standard competencies in technology	Management team	By October 15, 2015 Follow up on annual basis	Established for current staffing model; Was part of individual personnel evaluations
1.2.4	Establish future selection goals and strategies	Management team	November 2015	A new Collection Development Policy has been adopted; a collection management plan and materials buying plan was completed but did not receive funding for 2016
1.3.4	Facilities consultant presents findings and report to Management Team and Board	Director, Board	March 2016	Done
1.3.5	Budget to implement facilities recommendations	Director, Board	June, 2016	These items are included in the 2016 budget and in the proposed 2017 budgets
1.4.4	Address budget and staffing implementation changes resulting from possible additional hours	Director and Management team, Board	June 2016	On hold
1.2.5	Review collections budget annually to meet collections model and goals	Director and Management team	January - June of every year	Collection budgets are included in the graphic annual report
1.2.7	In the facilities use study, explore options for the St. Croix Collection	Consultant and Director	February 2016	On hold

3.2.6	Train staff in the delivery of the new PR and marketing plan	Management team	June – December, 2015	Staff assignments and organization have been made. Staff is examining tools and key messages.
2.1.1	Create a staffing plan based on the directions of the new service model	Director and management team	April 2016 to June 2016	Staff is working on parameters for off-desk time, partnership framework, staff accountability
2.1.3	Examine and revise staff job descriptions, and classifications. Conduct job evaluation and market studies to ensure consistency across job classes and pay equity. Create transition plan.	Management Team (possibly with outside HR support)	May – October 2016	The staff has completed job questionnaires; Flaherty Hood have selected benchmark positions and begun the market study
2.2.1	Explore HR support options and make recommendations to the Board	Director, Board HR Committee	By June, 2015	HR Director started work in April 2016
2.2.2	Allocate resources in the budget to fund staff training and professional development	Director, Board	By June of each year in 2014, 2015, and 2016	In budget
2.3.8	Increase interaction with other City dept. heads	Director and Management team	By June 2015	Director is participating in steering committee for class/comp study
2.2.5	Complete a succession plan for the Director and other leaders	Board leadership	December 2016	Vicki DeFord has presented findings of her study; key staff are drafting transition plans
2.3 .12	Create a task force to examine the relationship to Washington County Library and discuss current and future collaborations	Director sets task force. Include Board members.	February 2016	Task Force is established; Members have MELSA Plan of Association, WCL contract, other associate library contracts
1.4.5	Create a PR plan to tell the public about the changed hours	Management team	August, 2015	Sundays hours have been advertised by the library and the Foundation
1.4.6	Communicate new open hours to the public	Management team	August, 2015- December, 2015	Sundays hours have been advertised by the library and the Foundation; the communications will continue for the rest of the year
3.3.1	Review existing community partnerships	Management team	By October, 2015	With a framework suggested by the Minnesota Council on Nonprofits that helps to distinguish outreach from partnerships,

				the Management Team has completed an inventory of current partnerships
3.3.2	Create methods to evaluate present and future library partnerships	Management team	February 2016	Staff is revising – and simplifying – methodology developed by Cornell University for approving new partnerships, evaluating partnerships, and determining if partnerships have been successful in reaching outreach goals
2.1.2	Present staffing directions to the Board	Director	By May/June 2016	Some staffing changes have been incorporated in the 2017 budget request; Additional changes may be dependent on the class/comp study

- 2016 -

1.3	Reconfigure space and facilities	Director and lead staff	2016 and 2017	Desk work may be scheduled for September 2016
2.2	Revisit, review, implement elements of tech savvy environment plan	Management team	July 2016	Report to Board in August 2016
1.4.3	Create recommended change plan for additional open hours (other than Sunday) in 2017	Director and Management team, Board review and approval	May 2016	On hold
3.3	Library will develop a plan for new partnerships that support the strategic plan	Director and Management team, Board review and approval	September 2016	Staff is maintaining existing partnerships; exploring new partnerships, developing a process for proposing partnerships, and creating partnership agreements
3.3	Expand awareness of library services and events through active partnerships with local and online media	Management Staff	2016	Thanks to Spike Carlsen, the library corner appears regularly in the Gazette; we are partnering with the City of Stillwater on a printed/mailed newsletter

3.3	Investigate and develop new partnerships with support organizations and community groups.	Management team	2016-2017	Library will develop new, meaningful partnerships with 2-4 new organizations; we began work with Our Community Kitchen and Adult Basic education; Some limited work with Valley Outreach
3.3	Coordinate a meeting with School and Community Education staff to determine possible future partnerships.	Director	November 2016	Library and School District partner on 2 new projects (1 each year); Youth Services staff have begun working with Lily Lake School on book tasting (?)
1.1	Implement the new service model in 2-3 phases, to start in 2016	Management team	2016	Implementation of plan to extent possible in 2016, post co-location
1.2	Review collections budget annually to meet collections model and goals	Director and Management team	January - June of every year	Review and report to the Board
3.1	Make presentations about library services to community organizations representing targeted underserved populations	Library Director and Management Team	January - November, 2016	A minimum of 3 community presentations; in 2016, we have presented information about library services to Valley Outreach and Adult Basic Education; Sunrise Rotary is scheduled for December
3.1	Partner with community organizations to provide staff training on serving seniors, persons with disabilities, physical challenges and/or underserved and diverse populations	Library Director and Management Team	Library All Staff meeting on services to seniors autumn of 2016	Provide ongoing status to Library Board on this partnership, 2016 - 2017
3.1	Identify underserved and diverse populations through demographic analysis and create prioritized, targeted efforts to reach out to these audiences.	Library Director and Management Team	By September, 2016	WCL has purchased Civic Technologies product to provide analytics about users and nonusers
1.1	Regularly monitor the implementation of the new service model	Director and Board	July and January, starting in October 2016	A review by the Board and lead staff. Presentation to the Board by Mgmt. team.
1.3	Budget to implement facilities recommendations	Director, Board	June 2016 and June 2017	Facilities changes incorporated into annual budget(s)

2.1	Continue to develop a staffing plan based on the directions of the new service model	Director and management team	By June 2016	A plan for restructuring staffing, based on the service model
2.1	Examine and revise staff job descriptions, and classifications. Conduct job evaluation and market studies to ensure consistency across job classes and pay equity. Create transition plan.	Management Team (possibly with outside HR support)	June, 2015 to June, 2016	Class/comp study is beginning; New, consistent job descriptions and evaluation criteria and procedures in place by January 1, 2017
2.1	Prepare the 2017 budgets to address the new staffing plan	Director, Board	June, 2016	Budgets incorporating funds to support needed changes in staffing patterns
2.2	Allocate resources in the budget to fund staff training and professional development	Director, Board	By June of each year in 2014 2015, and 2016	Increase of \$2,000 in professional development funds each year for 3 years (\$6,000 annually by year 3)
1.2	Explore possibilities for potential new partnerships for St. Croix Collection	Director and Assistant Director	April 2016	On hold

-2017-

1.3	Reconfigure space and facilities	Director and lead staff	2016 and 2017	Building changed to increase efficiency and make the building more secure
2.2	Implement additional elements of tech savvy environment plan	Management team	2016 and 2017	Enhancement of tech environment of the Library for both patrons and staff

3.3	Investigate and develop new partnerships with support organizations and community groups.	Management team	2016-2017	Library will develop new, meaningful partnerships with 2-4 new organizations (school, government, social service agencies, arts organizations, etc.)
3.3	Coordinate a meeting with School and Community Education staff to determine possible future partnerships.	Director	2016-2017	Library and School District partner on 2 new projects (1 each year)
2.1	Begin first phase of implementing the staffing plan (projected 3 year process)	Management team	January 1, 2017	Significant change in staffing patterns and use. Direction for future changes.
1.2	Review collections budget annually to meet collections model and goals	Director and Management team	January - June of every year	Review and report to the Board
2.2	Develop and determine future staffing needs addressing the changing nature of work and evolving service model, to be used to direct future hiring and professional development activities	Management team	2017 and then annual review thereafter	Written report or guidelines to be used to direct future HR directions. Review by the Board by October, 2017.

Stillwater Public Library Strategic Plan 2014-2017: Assessment

Before beginning the final year of the 2014-2017 Strategic Plan, the Board of Trustees asked for an assessment of what we have accomplished with the plan and what is still to be achieved – and what we’ve learned throughout the process that might inform future long-range planning efforts.

The Stillwater Public Library worked with Library Strategies to develop a strategic plan that would help make library services more efficient and move the library toward deeper relationships with segments of the community and key partners. The consultants hastened to inform us that the library was providing excellent services, but that as the community grows, changes, and diversifies, new efforts would be needed to bring the library closer to its residents. Library Strategies characterized the plan as challenging but thought it was achievable.

Of the many priorities outlined in our strategic plan, we have made the most progress in selecting a new staffing pattern, working with a design team to reimagine the facility, training and retraining our staff, and working with the City of Stillwater on concrete projects such as the classification/compensation study. Where working with other organizations is identified in the plan, we have had to adapt the schedule or the actions to suit the other organizations’ goals and objectives.

In summary, we are completing the 2014-2016 groundwork necessary to support the thrust of the 2017 implementation plan: increased outreach, community engagement, and a clearer public understanding of the library.

Progress on Goals: ✓ =substantial progress has occurred

GOAL 1 Maximize Use of the Building Space and Collections to Better Address Community Needs

✓ GOAL 1 - Strategy 1: Develop a service model to allow for increased community engagement	After research and discussion, the staff suggested that a service model that featured a co-located desk would be the best choice for Stillwater as it would reduce confusion for the public, improve public relations, and increase outreach to the community without increasing the size of the staff. Its implementation is
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	dependent on the completion of our building reconfiguration project.
✓ GOAL 1 - Strategy 2: Restructure and right-size collections to better meet future community needs: Create a plan to increase virtual collections and reduce hard copy materials over time; Explore options for the St. Croix Collection	The library has refined and accelerated its weeding program of hard copy materials and increased expenditures for electronic materials while remaining cognizant of the plateauing usage of some electronic materials.
✓ GOAL 1 - Strategy 3: Assess and improve current and projected space use: Contract with a consultant to conduct a space and facilities study for implementation by the Library to maximize efficient service and patron/staff security; Partner with the Foundation to assess and address the various terrace issues	The library engaged the services of MSR Design for a space and facilities study, made decisions about improvements to the facility, and is ready to implement changes to the building. Donors to the SPL Foundation provided a shade structure to make the terrace even more useable and enjoyable.
✓ GOAL 1 - Strategy 4: Restructure open hours to include Sundays and later hours	A gift from the SPL Foundation funded Sunday hours September 2015 through May 2016 and September through December 2016. Funding for 2017 Sundays is unsure at this time. Opening additional hours beyond Sundays is on hold due to lack of funds.

GOAL 2 Foster a Culture of Organizational Innovation and Effectiveness

✓ GOAL 2 - Strategy 1: Implement a staffing plan based on the new service model and changes in the facility	Planning is taking place for staffing once co-location of the service desks is complete. We have planned and trained for the new public service desk. We are analyzing annual patterns to see when staff may be redirected to other tasks. We are investigating techniques and tools for managing off-desk time.
✓ GOAL 2 - Strategy 2: Maximize human resources <ul style="list-style-type: none"> ● Improve human resource management support ● Fund staff training and professional development, especially for technology and community outreach ● Create a tech-savvy environment and culture where 	The library has made good progress on all but the last of these bullets. Addition of an HR Director at the City of Stillwater has provided support for human resources management with advice on specific personnel issues and development of the class/comp study. Improvements in the library’s budget for continuing education and the increases in offerings such as webinars have allowed more staff to participate in training activities. The staff is more tech savvy due to an internal

<p>all staff keep pace with technology</p> <ul style="list-style-type: none"> • Create a succession plan for staff leadership positions • Project future staff position requirements and descriptions, addressing the changing nature of the work environment 	<p>emphasis on technology skills and the cross training that is occurring leading up to the co-location of the desks. A Board committee has investigated a succession plan, and key staff are working on transition plans. Once co-location has occurred and we have some experience with the new staffing model we will look at a long range staffing plan in order to address this final bullet.</p>
<p>GOAL 2 - Strategy 3: Advance and improve the relationships with critical public partners</p> <p>Enhance City/Library collaboration and understanding:</p> <ul style="list-style-type: none"> • Improve Library Board to City Council and administration connections and Director/Library staff to City administration and staff relationships • Increase City Council understanding of Library operations, directions and services • Develop areas of Library support for advancement of City goals, such as economic development, marketing, etc. <p>Review, monitor and enhance the relationship with the Washington County Library System to improve SPL patron services and efficiency:</p> <ul style="list-style-type: none"> • Actively participate in Washington County planning processes • Transfer additional Library functions to Washington County when reasonable cost-effective, and mutually agreeable • Collaborate with the Washington County Library to improve joint capacities, especially in technology. 	<p>This strategy needs more attention. Developing a communication plan for the City Council and meeting with the Council more frequently are the first steps.</p> <p>The Director participated in the WCL planning process. WCL's statements about associate libraries in its strategic plan and quoted in news media must be investigated. The WCL/SPL contract ends in December. A new contract must be negotiated.</p>

GOAL 3 Broaden communication, outreach and services throughout the community

<p>✓ GOAL 3 - Strategy 1: Expand outreach to underserved communities</p> <ul style="list-style-type: none"> • Expand programs and service offerings for teens • Ensure that the Library is a welcoming place, in all service areas, for seniors and people with physical challenges • Increase service to, education about, and the celebration of, ethnically diverse populations to foster greater understanding in the community 	<p>The Teen Advisory Board has been re-energized and re-animated, with its members helping to plan programming. The Youth Services Program Assistant, funded by a grant from SPLF, allowed the library to ramp up summer programming for teens. In the design of the 2005-06 expansion of the library, staff members worked with Courage St. Croix to minimize barriers for seniors and people with physical challenges, but as we do more outreach to seniors, we will see that our programming and services incorporate the needed requirements in our offerings.</p>
<p>✓ GOAL 3 - Strategy 2: Increase public awareness of Library services</p> <ul style="list-style-type: none"> • Coordinate internal staff marketing activities and train staff to support promotional efforts • Create and implement a marketing plan to increase awareness of the broad array of services at the Library • Redesign the website to improve usability, simplify access, and increase patron interaction with social media 	<p>A new staff mechanism for PR, public information and marketing has been implemented. WCL has just purchased a product from Civic Technologies that may give us analytics on our users and community. The website has been successfully redesigned and a monthly e-newsletter created.</p> <p>Event listings now appear on the self-check screens. With the help of Board member Spike Carlsen, the “Library Corner” columns is published in the Stillwater Gazette.</p>
<p>GOAL 3 - Strategy 3: Build new and sharpen existing partnerships, based on the Library’s future directions, to enhance Library resources, services, and programs</p> <ul style="list-style-type: none"> • Enhance Library support for, and collaboration with, the Foundation and Friends to advance marketing and fundraising efforts • Review existing community partnerships and 	<p>The library’s relationship with the Friends and Foundation grows and deepens. The Foundation has begun an endowment fund and is discussing what it needs to strengthen its fundraising capabilities. Staff members are strengthening existing partnerships where appropriate.</p>

<p>maintain/expand effective relationships</p> <ul style="list-style-type: none"> • Develop new partnerships that support the future directions for the Library in marketing, fundraising, programs and outreach • Explore a mutually collaborative partnership with the school district and/or community education 	
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LESSONS LEARNED THAT MAY INFORM FUTURE PLANNING PROCESSES

When Library Strategies completed its work, the consultants reiterated that the staff was currently fully deployed and that completing the plan would be challenging. Many libraries establish a budget for the strategic plan that is over and above the usual operations budget. SPL did not do that with this plan. Any future strategic plans should have a realistic budget for the creation, supervision, and implementation of the plan.

For example:

- Staff members became part of a “management team” that did not previously exist with no additional hours to devote to it.
- Staff members served on the Building Study Task Force with no additional budgeted hours.
- The library has expanded services to teens with no additional public program, materials, and staff hours. Enhanced services are dependent on Foundation grants.

In a three-year plan, it is important to be flexible on the schedule. Deadlines or target dates assigned at the plan’s creation must be flexible, particularly if any implementation steps are dependent on the completion of a previous step.

The overall goals are the most important elements of the plan. Implementation steps may happen at different dates or in a different order from what you have planned. The important questions is: are you moving closer to the overall goals? (As outlined above, we are indeed moving closer toward accomplishing our core goals, knowing there will be even more substantial action in the final year of implementation.)

You may order the activities over which you have control, but any other organization that is participating in elements of your plan will answer to their own priorities and schedule.

Bringing support organizations into the planning process as early as possible will ensure plan support earlier. Library Strategies requested a planning committee that included staff and support organization members.

Advice from Library Strategies for future planning efforts from an article distributed to clients:

There are a number of fundamental approaches to making the strategic planning process work – and even fun (well, as fun as this sort of thing can get):

1. **Do it quickly.** A good, comprehensive strategic planning process from beginning to action should take no more than four months. Sometimes they take a bit longer because of difficulties in getting decision-makers together. But it is more important to move through the process and into action than getting bogged down in assuring that every word or approach is perfect. Action is the goal, not a 3-ring binder.
2. **Keep it fun.** Instill as much fun and humor into the process as possible. Food and chocolate may be essential. Make light of the fact that planning can be deadly. Have fun with it yourself – however that works best with your style.
3. **Keep it short.** Yes, the whole process should be done quickly, but each planning team meeting should be well structured, organized, and short. One-and-a-half to two hours maximum should be the rule for planning team meetings. If possible, limit the number of planning team meetings in the entire process to three or four and conduct much of the detail work remotely. Longer retreats or sessions – which are sometimes a necessity – should always end on time, and ideally ahead of schedule (people will be grateful!).
4. **Focus on folks.** People involved in the planning efforts are your most critical resource. Pay attention to their personal interests, needs, directions. If they like you as a facilitator or project leader, they are likely to appreciate the process and embrace the final plan.
5. **Process is all important.** A successful effort results in needed organizational changes or shifts, not pieces of paper. Thus, how the planning process is conducted is vitally important in getting the people who will carry it out buying into the plan. A weak plan

with energized individuals is better than a strong plan with no one willing to carry it out.

2014 - 2017 Dashboard



Goals

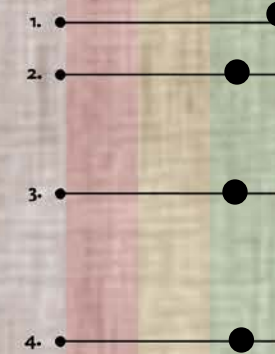
Strategies

Progress

Comments



- 1. Develop a service model to allow the Library to increase community engagement**
- 2. Restructure and right-size collections to better meet future community needs**
 - Increase virtual collections and decrease hard copy materials over time
 - Explore alternative options for the St. Croix collection
- 3. Assess and improve current and projected space use**
 - Conduct and implement the findings of a space and facilities study to maximize efficient service and patron/staff security
 - Partner with the Foundation to assess and address the various terrace issues
- 4. Restructure open hours to include Sundays and later hours**



1. New service model selected with staff buy-in.

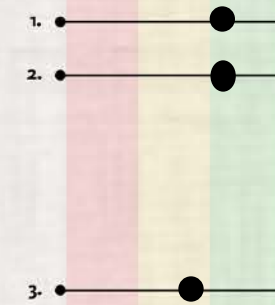
2. Weeding is taking place in collections. E-budget has been established as a line in the City in addition to Huelsmann grants from SPLF.

3. A task force worked with MSR Design to identify building improvements. A contractor has been selected and co-location work will begin soon. Shade structure completed and some informal furniture added to terrace.

4. Sundays September 2016 through December 2016 are scheduled.



- 1. Implement a staffing plan based on the new service model and changes in the facility**
- 2. Maximize human resources**
 - Improve human resource management support
 - Restore funding for staff training and professional development, especially for technology and community outreach
 - Create a tech-savvy environment and culture where all staff keep pace with technology
 - Create a succession plan for staff leadership positions
 - Project future staff position requirements and descriptions, addressing the changing nature of the work environment
- 3. Advance and improve the relationships with critical public partners**
 - Enhance City/Library collaboration and understanding
 - Review, monitor and enhance the relationship with the Washington County Library System to improve SPL patron services and efficiency



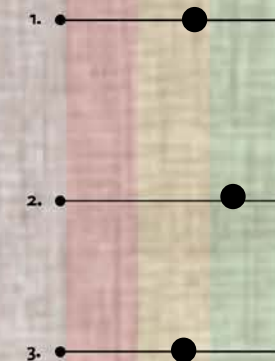
1. A staffing plan for the co-located desk has been developed. Off-desk hours have been identified and management tools are being researched.

2. The City of Stillwater has hired an HR Director. The City and the library are engaged in a classification and compensation study. Tech training is a component of staff meetings.

3. There is new cooperation with the City on HR issues, historical preservation, and health insurance. The SPL Director helped develop WCL's new strategic plan.



- 1. Expand outreach to underserved communities**
 - Expand programs and service offerings for teens
 - Ensure that the Library is a welcoming place, in all service areas, for seniors and people with physical challenges
 - Increase service to, education about, and the celebration of, ethnically diverse populations to foster greater understanding in the community
- 2. Increase public awareness of Library services**
 - Coordinate internal staff marketing activities and train staff to support promotional efforts
 - Create and implement a marketing plan especially to increase awareness of the broad array of services at the Library
 - Redesign the website to increase usability, enhance access, and increase patron interaction with social media
- 3. Build new and sharpen existing partnerships, based on the Library's future directions, to enhance Library resources, services, and programs**
 - Enhance Library support for, and collaboration with, the Foundation and Friends to advance marketing and fundraising efforts
 - Review existing community partnerships and maintain/expand effective relationships
 - Develop new partnerships that support the future directions for the Library in marketing, fundraising, programs and outreach
 - Explore a mutually collaborative partnership with the school district and/or community education



1. With the help of the Teen Advisory Board, there is increased programming for teens; the teen collection is being weeded and refreshed; the teen library is being examined for physical enhancement. SPLF and Friends are examining resources for hearing a loop in the meeting room. Among the first targets for increased outreach are seniors and adult basic education students.

2. The library has a new website, an e-newsletter, and a printed/mailed newsletter. Staff duties have been reassigned, resulting in more coverage in area news media. SelfChecks now announce upcoming programs.

3. An inventory shows that the library currently has many partners which contribute greatly to library operations. Off-desk staff hours will allow the library to solidify, improve, and extend partnerships to expand outreach and effectiveness.

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION: Building Reconfiguration: Construction and Teen Library	
OWNER: Facilities Committee	PRESENTER: Lynne Bertalmio for Spike Carlsen
REQUESTED AGENDA TYPE (A, I, D): A	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION: Accept construction report and authorize design budget for teen library	
BACKGROUND/CONTEXT: Gardner Builders is ready to begin scheduling work on the desk co-location. As we knew it would, the closer we get the better our information about the project grows. In Spike’s absence, his overview of the project, its costs, and been adjusted and is presented here. The Board also discussed using the Lawson Short Term Fund to redo the teen library. This is a use in which Rod Lawson expressed interest. MSR has proposed a fee not to exceed \$4,000 to perform the teen room redesign and furniture selection. If the board approves this not to exceed figure, redesign could begin so that the teen room could be redone fairly shortly after the construction phase is completed.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS: Library Reorganization	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?:	

Resolution/Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

LIBRARY RECONFIGURATION

PHASE 1/ Part A: Co-locate desk and reconfigure spaces

Description:

- * Materials and labor to move and reconfigure INFORMATION and CIRCULATION desks into single service desk
- * Remove sections of computer room walls; frame walls and finish walls for new staff room; patch ceiling
- * New carpet in new "lounge space" (previous location of reference desk); new flooring where circ desk was previously located (we may have stock left from 2006)

Cost: \$41,600 (rough initial estimate by Adolph & Peterson)

Funding sources:

* 2016 Capital Imp budget (released)	\$25,000
* 2015 rollover/ gen'l bldg. imp. A (released)	4,037
* 2015 rollover/ gen'l bldg. imp. B (released)	<u>12,000</u>
	\$41,037

Schedule: ~~8/15/16 to 10/15/16~~ 9/15/16 to 10/31/16

Notes:

- * Unknown: cost/ design of teen room glass partition if needed
- * ~~Unknown: \$41,600 estimate may not cover all aspects of this project~~
- * **Contract price is \$49,269**
- * It is suggested that the needed \$8,232 be taken from Other Government Gifts
- * ~~Written Estimate Requests have been sent to 12 firms; 6 have shown interest in the project and are scheduling walk-throughs~~
- * **Computer cabling is not included in construction price as this is usually separate from construction and handled by a separate company; estimate is expected soon from City IT's selected vendor; Source of funds to be determined once estimate is received**

PHASE 1/ Part B: Computer desks, seating, shelving

Description:

- * 4 new or reupholstered chairs for new lounge area (\$5,000 — \$6,400)
- * New computer tables (\$24,000)
- * End panels, computer chairs, lounge tables: use existing (\$0)

Cost: \$29,000 to \$30,400

Funding sources:

- * Rollover from 2015 operations budget originally designated for computer eqpt, microfilm reader, "general equipment" (Council release occurred in July) \$9,407

* Rollover from 2016 operations budget originally designated for computer upgrades (req. release from Council, which occurred at July mtg)	\$13,000
* Rollover from 2016 operations budget originally designated for microfilm scanner (req. release from Council, which occurred at July mtg)	\$8,750
* Rollover from 2016 operations budget originally designated for laptop computer (req. release from Council, which occurred at July mtg)	<u>\$1200</u>
	\$32,357

Schedule: ~~8/15/16 to 10/15/16~~ 9/15/16 to 10/31/16

Notes:

* Substantial savings may realized if needed desks can be found used to match existing desks

PHASE 1/ Part C: Teen Library

Description:

- * Replace shelving moved to new fiction section
- * Replace furniture
- * General "teening up of the space

Cost: \$23,000

MSR Design fee and materials selection not to exceed \$4,000

Funding sources: Lawson Short Term Fund \$23,000

Schedule: ~~8/30/16 to 10/15/16~~ 9/15/16 to 10/31/16

Notes: Shelving and furniture now in teen room will be used in other newly reconfigured spaces; will allow updating of existing fuddy-duddy teen room furnishings

PHASE 2/ Part A: Upper Level Fiction

Description:

- * Single face shelving and end panels (\$0)
- * Double face shelving and end panels (\$5,000)
- * Labor to reconfigure shelving, etc (2,500)
- * Carpet patch or replace (?)

Cost: \$7500

Funding sources: "Other gov't gift revenue" \$19,000 total available **The amount available to be used from this fund will be decreased by the funds used in Phase 1/Part A above.**

Schedule: 12/1/16 to 12/30/16

Notes: Carpet will need to be patched or replaced due to reconfiguring bookshelves

PHASE 2/ Part B: Upper Level Periodicals

Description:

- * Move shelving and end panels (\$0)
- * Lounge chairs (\$7500—\$9500)
- * Tables (\$0—\$2400)

Cost: \$7500 to \$11,900

Funding sources: "Other gov't gift revenue" \$19,000 total available

Schedule: 12/1/16 to 12/30/16

Notes:

PHASE 2/ Part C: Lower Level Quiet Area

Description:

- * Lounge chairs and other furnishings

Cost: \$29,200

Funding sources: Lawson Long Term Interest Fund \$29,200

Schedule: 12/1/16 to 12/30/16

Notes: Lower level quiet area could be designated as "Helen Lawson Reading Room"

PHASE 3/ Parts A & B: Media area reorganization

Description:

- * Move media to "Reference" area
- * Refashion media area into "community" space

Cost/ Budget: \$25,000

Funding sources: 2017 Capital improvements budget \$25,000

Schedule: 2017

Notes:

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION:	
2017 Budget	
OWNER: Board President	PRESENTER: Mike Keliher
REQUESTED AGENDA TYPE (A, I, D): D	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION:	
BACKGROUND/CONTEXT: The Council’s adoption of a levy that provides the library with no increased support for the operating budget leaves us with a required revision of \$56,729. The Director and the Finance Committee need direction from the Board on how to approach this sizeable reduction. The library has an obligation for the second year of the 2016-17 AFSCME contract.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS:	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?:	

Resolution/Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION:	
Board Vacancy	
OWNER: Board President	PRESENTER: Mike Keliher
REQUESTED AGENDA TYPE (A, I, D): D	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION:	
BACKGROUND/CONTEXT: Board applications for the vacant seat under the City’s open appointment process are due September 26. An interview team and schedule should be developed so that a Board recommendation may be made at the October Board meeting.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS:	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?:	

Resolution/ Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION: Formal Set Aside of a Portion of the Library's Fund Balance	
OWNER: Director	PRESENTER: Director
REQUESTED AGENDA TYPE (A, I, D): A	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION: Set aside \$4,604 of the library's fund balance to pay the library's portion of the classification and compensation plan.	
BACKGROUND/CONTEXT: This study is a one-time expenditure that was not included in the library's 2016 budget as both the study and its price tag were not planned during the preparation of the budget. City Administrator McCarthy advised the Board President, the Finance Committee, and the Director that the expenditure be handled in this way.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS:	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?: The Finance Committee discussed this matter with City Administrator McCarty who advised that a formal set aside was the best way to handle a one-time use of the library's fund balance.	

Resolution/Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

Agenda Items Details

AGENDA ITEM NAME & BRIEF DESCRIPTION: Council Communication Plan	
OWNER: Board President	PRESENTER: Mike Keliher
REQUESTED AGENDA TYPE (A, I, D): D	IS THIS A POLICY OR SIMILAR DOCUMENT FOR APPROVAL? No IF YES, NOTE STATUS – 1 st READ, 2 nd READ/FINAL APPROVAL:
IF ACTION ITEM, PLEASE DESCRIBE REQUESTED ACTION:	
BACKGROUND/CONTEXT: Improving communication with the City Council requires planned, intentional effort. The attached is a long term approach to improving communications and Council understanding of library issues.	
ATTACHMENTS/SUPPLEMENTARY DOCUMENTS: Council messaging plan	
PREVIOUS ACTION ON ITEM:	
REVIEWED BY COMMITTEE?:	

Resolution/Follow-Up Notes

OUTCOME OF DISCUSSION:
NEXT STEPS:

Stillwater Public Library

City Council Messaging Plan 2016-2017

It is clear that the current City Council is unsure of many of the library's aspects. Some members are asking for more information and more meetings on a regular basis. However, the Council has a very busy schedule and many issues to cover. It is incumbent on the library Board to present the Council with information about the library in a timely, succinct, and comprehensible manner.

Key Concepts

1. The Library Board is the body comparable to the City Council. Most communications should be delivered to the Council by the Board.
2. To achieve its goals, the Board must speak with one voice. Differing agendas on the part of the Board members will blur and confuse communications. The nine distinct voices and perspectives of the Board should be used to shape Board policies and the Board's voice. Outside of our board room, those nine voices should sing the same song.
3. It is best if all Council members hear the same message, ideally at the same time.
4. The library Director's primary role in Council communication is to provide the Board with the information that it needs to make its points. Other staff members may also help with information gathering. It is also the role of Director and staff to work with City staff to see that they are informed of library operations and can support the Council in its work regarding the library.

FORMAL COMMUNICATIONS

Formal Messages

As a precursor to formal communication efforts, the board should identify at most three messages (updated on a roughly annual basis) that it wants to impart to the Council (and perhaps to other key audiences, as well), recognizing that the Council itself may require or events may call for different or additional communications.

Possible 2016-17 topics include:

1. During the 2017 budget hearing, it was apparent that the Council needs enhanced confidence in the Board's role in fiscal responsibility – not so much in accounting as in creative financial problem solving.

2. It appears that the Council may be unaware of the exact provisions and the implications of the State of Minnesota's body of public library law. The Board should work to improve Council understanding of these legal constraints.
3. Our communications efforts must also counteract many messages in popular media: Public libraries – and our public library in particular – are not fading away. The library is vital and relevant and at the heart of our community. Usage patterns change, new programs and materials are added, but Stillwaterites are still very supportive of their library.

Formal Documents

At a minimum, the Council should receive:

- An easily understandable annual report – not just the data points but a narrative about their significance and the story they tell
- A budget narrative – not just the numbers but an explanation of their meaning and context
- Board of trustees approved meeting minutes (and/or a summary of key topics and actions via email after each board meeting)

Formal Meetings

At one point, the library Board stated the aim of meeting with the Council four times per year, once in a budget hearing and three times to focus on non-monetary concerns. This schedule was never achieved, in part because the great recession demanded so much Council attention. Four times per year may be more than we can hope for, but a presence in the budget process and two additional meetings to cover non-budget topics might be possible to achieve. As an example of a possible meeting that would improve understanding, we might have invited the Council to meet at the library so that we could describe the co-location of the desks on site. Whatever the number, this is something that must consistently be on the board's radar.

INFORMAL COMMUNICATIONS

Other Communication Avenues

Informal Contacts - Board members must make themselves known to the Council in order to foster familiarity and trust. City Council members are active members of the community. Remember that they must be out in public because they face election. They often participate in community events. These events give Board members an opportunity to meet with Council members informally and also show Board support for other community organizations. Even in these informal settings, it is a good idea for Board members to be gracefully “on message.” Board members may also meet with individual Council members to discuss the library at coffee meetings or some other casual approach.

Library eNewsletter – The City Council and key City staff should automatically receive the e-newsletter. Each issue should include some article about an aspect of the library that would increase the community’s – and therefore the Council’s – understanding of library operations, issues, and successes. The library has solicited their subscription to the newsletter and must try again to enroll any City official who has not already subscribed.

Council Liaison - The City Council has appointed liaisons to its boards and commissions. The liaison can serve an important role in fostering Council understanding of the library and its issues. The liaison may be a member of the library Board or may not. It is incumbent on the Board to make certain that the liaison has all the needed information about the library. To be of the most use, the liaison’s communications must be two-way in order to explain library issues and constraints to the Council as well as explaining Council concerns to the Board.

Once this plan has been adopted or modified, the implementation of the plan might be assigned to a Board committee or task force that will oversee its implementation and delivery.

Director's Report

Relationship with the Board/Issues: A new report, *Public Libraries: A Vital Space for Family Engagement*, released by Harvard Family Research Project and the Public Library Association issues a call to action for libraries to strengthen their efforts to engage families in children's learning. The study points out ways in which libraries engage families:

- **Reach Out:** Libraries reach out to families to promote the programs, collections, and services that are vital in a knowledge economy.
- **Raise Up:** Libraries elevate family views and voices in how library programs and services are developed and carried out.
- **Reinforce:** Libraries guide and model the specific actions that family members can take to support learning, reaffirming families' important roles and strengthening feelings of efficacy.
- **Relate:** Libraries offer opportunities for families to build peer-to-peer relationships, social networks and parent-child relationships.
- **Reimagine:** Libraries are expanding their community partnerships; combining resources and extending their range; improving children's and families' well-being; and linking to new learning opportunities.

SPL engages in all of these practices, recognizing that one of the most powerful agents of children's learning is the family. In engaging the family we are helping families build habits that promote children's lifelong learning. As this study points out, our services such as story time and early literacy programming help children get ready for school. Libraries underpin formal education for school-age children's afterschool and summer learning experiences. We see concern for their children as a great motivator for bringing adults to the library where they find our offerings for adults that promote job seeking, computer, and other skills.

The study also finds that libraries are essential community partners in contributing to more equitable learning opportunities for children living in poverty or from low-income homes. For the many children without preschool experience, libraries fill gaps in their access to early learning experiences. For those without access to afterschool programs, the library offers safe spaces and free access to high-speed Internet connections and quality digital media and technology makes learning tools available.

Goals and Objectives: On Monday, September 12, we have an organizational meeting with Gardner Builders and MSR Design to outline the stages and schedule of the construction work. Unfortunately for us (but fortunately for him) Spike will miss this first meeting as he is biking in France. * We are gathering and analyzing the partnership operations of others for pointers. Maureen was so good as to check with some Dakota County Library staff on their partnership activities. Their strategic plan also calls for increased partnerships as does the new strategic plan for the Washington County Library and many others. * Staff continue to work on their transition plans.

Community and Professional Relationships: The importance of the library as place should not be overlooked in the approach to partnerships. The library has agreed to partner with AAUW to support and advertise a program that will happen at the library. AAUW will hold a program on Women and Education in Muslim Countries and has asked for a partnership in advertising the program. We are also co-sponsoring programs with TED x Stillwater for this fall and winter. The first program is on October 7 at 10 AM and focuses on Photography for Change.

Staff and Personnel: The public reaction to the vibrant summer reading program for children that we experienced this summer is causing us to question our plans for releasing information staff from desk duty year round. When children attend programs they bring parents and caregivers with them. Those adults have questions and needs that must be addressed. This argues that off-desk time during the active months of June and July may still be in-library time to handle the press of business.* Currently, Flaherty and Hood are completing the market analysis for City-wide positions in the classification and compensation study. The City of Stillwater should receive a number of reports by mid-October. These should include such products as recommendations on pay, pay structure, and benefits. After the reports are transmitted, there will be an appeals process for job ratings. At that time the City will develop plans for implementation that will have to be negotiated with the various unions.

Business and Finance: Tent companies are revising where they will erect tents due to increased adverse weather events. The companies that have installed tents on our terrace would like to see permanent tent tie-downs. We have no more events with tents this year, but part of our anticipated revenue this year is for bookings in 2017. Some may be dependent on the ability to erect tents. We have a donor who is interested in providing us with permanent tent tie-downs who is waiting to hear if we would like to install them.

Technology: We had included a system of monitors managed by a single server to advertise library programs at the entrances to the library. This would allow us to update all displays with a single change and would look neater and cleaner than overflowing bulletin boards. We had received a quote for this type of system from 3M. However, 3M no longer sells such a product. We received information from the Dakota County Library that they had purchased their system from Tierney Brothers. Their system is much more expensive than the system that 3M quoted. I have pulled this item which was quoted as \$7,000 by 3M from our 2017 capital budget request as we needed to reduce it by \$15,000. If we are still interested in such a system we will need a new quote and a source of funding.