

DULUTH PUBLIC LIBRARY BOARD

Notice of Meeting

DATE: February 25, 2020

TIME: 4:30 p.m.

PLACE: Mt. Royal Branch Library

AGENDA

Call to order

Review and approve agenda

Public comments (3 minutes per person)

Approve minutes of January 28, 2020 meeting

Reports

Library Manager's Report – Powers (included in packet)

Old Business

Every Child Ready Duluth update

New Business

Refund policy

Behavior policy

Ongoing Business

Library advocacy

Adjournment

Next regular meeting: March 24, 2020, at 4:30 p.m. in the Main Library Conference Room

DULUTH PUBLIC LIBRARY BOARD
Minutes of Regular Meeting
January 28, 2020

Call to Order: David Sperl called the meeting of the Duluth Library Board to order at 4:35 on January 28th, 2020.

Introductions unnecessary.

Members Present: Lizzy Luoma, Michelle Foshay, Stephen Welsh, and David Sperl.

Also Present: Carla Powers (Library Manager), Debbie Rasmussen (League of Women Voters) and John Ramos.

Absent: Matt Rosendahl, Betty Ramsland, Neil Glazman, and Sue Henke

Agenda approved by voice consent.

Public Comments: No comments.

Review and approve minutes from November 26, 2019.

Motion by Luoma, seconded by Foshay, to approve the minutes as drafted. Motion approved unanimously.

Reports: Accepted as submitted.

Library Manager's Report – Powers

Discussed partnership with Northland Foundation to add a “baby storytime” program with a social/emotional focus. Currently it's on the schedule at Mount Royal for eight weeks.

Trustee Workshop – Welsh

Steve Welsh gave a verbal report on the workshop he attended last December in Two Harbors. It was attended by representatives of various libraries within the Arrowhead Library System. Welsh brought back two copies of the Minnesota Public Library Trustee Handbook that were given out at the workshop. Powers will pass along a link to the handbook online.

Old Business: None.

New Business

Every Child Ready Duluth Project Update In November we met Carmella Hatch, the early literacy librarian. The library is now hiring a Library Technician and applying for an AmeriCorps Vista position. A consultant who has a background in early literacy and an understanding of community coalition work has been selected to develop a strategic plan for ECRD. Her name is Amanda Standerfer, and she is a librarian from Illinois.

Staff are forming a smaller steering committee to help direct the work of the broader community coalition.

Library's 2020 Goals

Powers provided a handout listing the library's five overarching goals and actionable items detailed for each goal

Goal Overview:

Goal 1: Prioritize early literacy services and resources to increase the school readiness of Duluth's children.

Goal 2: Build the library's capacity to fulfill its mission.

Goal 3: Shift the library's service model to increase opportunities for staff to teach and inspire users.

Goal 4: Enhance current library services to better serve community needs.

Goal 5: Raise public awareness of the library to increase use of the range of services.

Sperl inquired about finding a way to measure staff time saved by eliminating fines under goal #3. Rasmussen asked about opting into an e-newsletter. Powers said she'd get back to the board with an answer.

Ongoing Business

Library advocacy

The 2020 budget is in place, with an increase in library funding for Every Child Ready Duluth. Sperl will follow up with Rosendahl on drafting a letter to acknowledge bathrooms, elevator, and gains/steps taken for ECRD.

Adjournment

Next regular meeting: February 25, 2020 at 4:30 at Mount Royal.

Manager's Report to Library Board February 2020

City Council Liaison. City Councilor Arik Forsman has been selected as the new chair of the Parks, Recreation and Libraries Committee. He came by the library last week to meet with Jim Filby Williams and me. He plans to alternate between attending Parks Commission meetings and Library Board meetings, and he will join us for our meeting in March.

City of Duluth Board Recognition Event. Just a reminder that Mayor Larson's office is planning an event on Tuesday, March 3 to thank all of you who serve on City boards and commissions and to recognize those whose terms have ended. The event begins at 4:30 in the City Hall Rotunda on the first floor. RSVP's are requested. You can respond to the City's communications team or directly to me.

Library Hiring. Three new Library Technicians were hired recently, to fill vacancies created by two upcoming retirements and the new early literacy support position that was added to our budget. The new hires will begin work in March. Recently the Librarian II who oversees Technical Services and functions as our system administrator resigned to take a job in a different field. This position has been posted, and applications will be accepted through February 26.

Youth Services Restrooms. With the completion of the new public restrooms on the Superior Street level, youth services staff have decided to make the children's restrooms gender neutral. These restrooms are designed for use by one person or one family at a time, and they are kept locked for safety. Because of this, and out of a desire to make the library more welcoming and inclusive, it made sense to remove the gender designations. New signs are on order. The change will take place once they are installed.

One Book Northland. This year's One Book Northland project is partnering with the Clayton Jackson McGhie Memorial Committee and has selected New York Times bestseller *Just Mercy* by Bryan Stevenson as this year's featured title. The author is scheduled to speak at the Day of Remembrance event near the memorial on June 15. One Book Northland's opening event will take place on March 24 at the Kathryn A. Martin Library at UMD. CJMM Chair Jordon Moses will speak about commemoration events planned for the year, and how and why community members should participate. The event begins at 7 p.m. on the 4th floor rotunda. More information about One Book Northland can be found on the library's website.

Refund policy

Monetary refunds are issued for amounts \$5 or more. Refunds are processed through the Treasurer's office, are issued by check, and can take up to six weeks to be received.

Refunds for lost, paid for, and then found items

If items are declared lost, paid for, and then found within six months of being declared lost, a refund can be issued. Items must be returned in good condition.

If an item has a replacement cost of under \$5, has been paid for, and is returned within six months of being declared lost it is not eligible for a refund.

Lost items paid for and found six months after the items are declared lost are not eligible for a refund. After an item has been declared lost for six months, it is deleted from our catalog and is no longer considered part of the Duluth Public Library collection.

Refunds for money placed on a patron account in Polaris

A refund of money credited on a Polaris account is allowed when the patron closes their Duluth Public Library account. The following conditions must be met for a refund to be issued:

- The amount of credit on the account is \$5 or more.
- The patron must close their account in person.
- A government issued photo ID is necessary to close an account.
- The patron must provide their current mailing address to receive the check.

If the criteria above are met, a monetary refund will be requested from the Treasurer's Office. If the amount on the account is under \$5, the money will be considered a donation to the Duluth Public Library.

Credits on accounts that are to be deleted

Patron accounts are deleted from Polaris in order to remove long expired or inactive patrons from our database. Accounts that are expired and have been inactive one year past the expiration date are considered abandoned and are eligible for deletion. If an account has no charges and/or credits at this time, it is deleted. Accounts with charges and/or credits will remain in the system and be deleted after having been expired for five years. Checking out materials (physical and digital), using digital resources, using public computers, and logging into your patron account are all considered account activity. If an account has been expired for five years and has a credit on the account, the credit will be considered a donation to the Duluth Public Library. Upon deletion, the credits are transferred to the library.

Duluth Public Library Appropriate Library Behavior Policy

Our library is designed to be a safe and comfortable place shared by all. Everyone who visits the Duluth Public Library has a personal responsibility to ensure a welcoming and safe environment for reading, researching, using Library materials or attending Library programs. This behavior policy is intended to protect the rights and safety of Library patrons, to protect the rights and safety of staff members, and to preserve and protect the Library's materials, facilities and property. Therefore, Library patrons are expected to:

Abide by all local, state, and federal laws.

Examples of behavior that would violate this principal include:

- Making threats against or abuse of library patrons or staff. This includes verbal or physical abuse and nonverbal intimidation or harassment including, but not limited to: stalking; online, cell phone or computer harassment; or language that is obscene or harassing
- Possessing or consuming any alcoholic beverage or controlled substance on library grounds, or being under the influence in a manner that causes a public disturbance
- Stealing, defacing, damaging or destroying library property
- Engaging in sexual and/or obscene acts in the library or on library grounds

Be courteous toward and respect other patrons and staff.

Examples of behavior that would violate this principal include:

- Leaving children under the age of eight or vulnerable adults unsupervised or unattended. Adults may use the children's or teen areas if accompanied by a child or teen, or if using the library's juvenile collection
- Leaving personal items unattended
- Shouting, swearing, running and roughhousing
- Bringing non-service animals into the library. Service animals are defined under the Americans with Disabilities Act as a dog that has been trained to do work or perform tasks for the benefit of a person with a disability
- Engaging in behavior that interferes with others' use and enjoyment of the library or that interferes with library employees' performance of their duties, including but not limited to sleeping/snoring, blocking free passage, soliciting, or exhibiting offensive odor including excessive scent or fragrance
- Violating the Duluth Public Library's Internet Use Policy
- Failing to wear shirt and shoes in the library
- Bringing bicycles into the library. Strollers that do not interfere with others' use of the library and wheeled vehicles required for mobility are allowed

Respect Library property and the property of others.

Examples of behavior that would violate this principal include:

- Skateboarding, skating or using a scooter on library grounds
- Using library fixtures or furnishings in a manner that is inconsistent with customary use

- Consuming food or drink that creates a nuisance because of odor, garbage or spills. Food is not allowed at the library’s desktop computers. Covered drinks are permitted at the Adult Services computers

Keep in mind that different areas of our library have different levels of activity and noise.

Examples of behavior that would violate this principal include:

- Conversation or use of personal electronic equipment at a volume that is disruptive or exceeds the noise level designated for the area

Library staff has the responsibility to follow the Duluth Public Library’s Behavior Policy Enforcement Guidelines when enforcing this policy. People who fail to follow library policies may be asked to leave the library. People who violate the law may be denied the privilege of access to the library (trespassed) and may also face criminal prosecution. Patrons who are trespassed may appeal the trespass notice by filing a written notice of appeal as set forth below.

The City of Duluth will not tolerate discriminatory behavior by or toward any city employee or visitors to city property. Discriminatory behavior includes inappropriate remarks about or conduct related to an individuals’ race, color, creed, religion, national origin, disability, gender, marital status, age, sexual orientation, or status with regard to public assistance. Violent behavior includes the use of physical force, harassment, intimidation, or threat of the same. Harassment includes a pattern of words or conduct that a reasonable person would find abusive. Offensive behavior includes words or conduct that a reasonable person would find reprehensible.

Appeals:

Individuals who are trespassed from the Duluth Public Library may appeal the trespass notice by filing a written appeal with Carl Crawford, Human Rights Officer, 430 City Hall, 411 W. 1st St., Duluth, MN. The written notice of appeal shall be filed within 15 days of the service of the trespass notice. The notice of appeal shall contain a complete statement of the basis for the appeal including any facts supporting the appeal and the relief requested. The notice of appeal shall also include a current mailing address or other contact information of the person filing the appeal. Upon receipt of a timely appeal, the City will review the matter to determine whether to grant the relief requested and to consider less restrictive alternatives.

Name on Trespass: _____

Date of Trespass: _____ Expiration Date: _____

Reason for Trespass: _____

Location: Main Library _____ Mt. Royal _____ West Duluth _____