



# Moorhead Library

## . . . Library Service at Its Best

### BOARD OF TRUSTEES

Regular Meeting, March 12<sup>th</sup>, 2019  
Library Meeting Room (lower level), 5:30 p.m.

### Agenda

1. Open Meeting
2. Approve Agenda
3. Approve minutes from February, 2019 Meeting
4. Public Comment
5. Welcome New Member(s)/Oath of Office
  - Douglas Greenley
6. LARL Report – LARL Members
7. City Council Report – Council Liaison
8. Longspur Prairie Fund Project Update
9. Role of board in supporting library operations
10. LARL Strategic Plan Update and Discussion (documents enclosed)
11. 2019 Library Legislative Day Report
12. 2019 FM Area Endowment Fund Distribution
13. Director's Report
14. Other Business
15. Next Meeting: April 9<sup>th</sup>, 2019

Moorhead Library is a Branch of Lake Agassiz Regional Library  
118 5<sup>th</sup> Street South  
Moorhead, MN 56560

Moorhead Public Library  
Board Meeting  
February 12, 2019

Present: Chizuko Shastri, Kristi Carlson, Robert Anderson, Wayne Ingersoll, Megan Krueger, Linda Sand, Linda Anderson, Shelly Carlson, Emily Schwartz

Absent: Andrew Brammer

There were enough Board members present to have a quorum. Linda Anderson, President, conducted the meeting.

Approval of the Agenda  
The agenda was approved as written.

Approval of the January 2019 Minutes  
The minutes were approved with the addition of Paul Fiechtner, the Facilities and Fleet Manager from the city of Moorhead's last name.

Oath of Office was administered to new member Emily Schwartz.

#### **LARL Board update**

The Library Legislative Day at the Capital will be attended by Megan Krueger, Linda Anderson, the LARL director - Liz Lynch and others from LARL.

They will be asking for an increase in the base funding for library systems, from the Department of Education.

There are 12 library systems in the state, funding is based on property tax - ours is skewed because of the farmland.

There has only been one increase in funding in 20 years. Right now the library systems are losing money each year, this increase in funding will ensure the libraries do not lose money. Libraries are currently making cuts to staff and resources to make up for the deficit.

#### **Moorhead City Council updates**

Shelly Carlson says that the library was listed in the buildings which are scheduled for updating.

Electrical, HVAC, plumbing and roof are the major expenses.

#### **Continued Review of the Library Board Bylaws**

Megan has made the recommended changes to the Bylaws.

#### **City Counsel Library Orientation**

The City Council Library Orientation will take place tomorrow, February 13. Snacks and tours will be provided. Photos will be taken of the Council members and their favorite book for the Local Celebrities Read campaign posters. The library board, staff and members of the Friends of the Moorhead Library will be available to discuss new services, such as the homebound delivery with Meals on Wheels, Technology Assistance which is offered in the library and the senior center plus the event space available at the library.

#### **Longspur Prairie Fund Project**

In the long term downtown plan, they are looking to add more greenspace. There is a proposal to create an outdoor seating/pollinator area within the library and Rourke museum space. Megan and Shelly are unsure if the library is currently included in this proposal or if it is only the Rourke museum. The grant needs to be submitted by March. The board decided that we will need more information before making any decisions. There was concern about losing parking space and the East driveway. This will be discussed further at the next meeting when Peter Schultz will be invited to discuss the proposal.

Local Library Boards Policy was presented to the board in the meeting packet  
Wayne suggested changing the wording from "Boards Policy" to "Boards' Policy", with the addition of the apostrophe.

**Public Comment**

No public comment.

**Director's Report**

Friends of the Moorhead Library are having a book sale Thursday February 21 through Saturday February 23. Fewer items will be out at a time. They will have a bag sale on Saturday.

No new information on the security camera upgrade timeline.

**Other business**

Emily asked if there is any strategic plan outlined for our board. We do not have one at this time, but Megan will provide us with the LARL strategic plan that we can review and make any specific changes needed for the Moorhead Library Board. We can then discuss how to implement the items.

Emily asked if there has been any discussion about joining with the new proposed science museum. Megan has not heard anything about this idea, but told her that there has been discussion about combining space for the city hall and library. Shelly says there is a traveling science hands on exhibit that the city of Moorhead is trying to work with, to bring them into Moorhead.

The meeting was adjourned at 6:17p.m.

The next Board meeting is scheduled for March 12, 2019 at 5:30 p.m.

Submitted by,  
Kristi Carlson

Moorhead Library Board  
Board of Trustees, Regular Meeting  
March 12<sup>th</sup>, 2019

**Director's Report**

**Programs and Services**

Screening of "Home: The Homelessness Crisis in ND": the library will screen the first episode of the limited-series documentary Home, which focuses on the homelessness crisis in North Dakota. A panel discussion featuring area experts about the epidemic will follow the screening.

Find a Hobby Series: the library will offer a series of events for those seeking a new hobby throughout the spring. Topics will include paper crafts, home brewing, knitting/crocheting, astronomy and gardening. All events are Saturday afternoons, the first taking place March 23<sup>rd</sup>.

Puzzle Exchange: due to the success of the puzzle exchange event in January, the event now takes place monthly on the 4<sup>th</sup> Saturday.

For a complete listing of events, see the March event brochure or [larl.org/locations.moorhead](http://larl.org/locations.moorhead).

**Meetings and Continuing Education**

Jenny and Christina will attend LibTech in March. LibTech, the Library Technology Conference, provides an opportunity for library professionals to come together to discuss the changing technologies that are affecting how users interact with libraries and provides skills and knowledge that they can take back and adapt for use within their own library.

**Building Issues**

The security camera upgrade is set to take place in first half of 2019.

The RFQ for the joint library/city hall needs assessment is currently set to take place in June 2019.



# LAKE AGASSIZ REGIONAL LIBRARY

## STRATEGIC DIRECTIONS 2017-2019

### Community Conversation Discussions

#### **Moorhead - 11 Attendees on 6/14/2017:**

- Would appreciate the return of Sunday hours.
- We should make more of an effort to serve college students and millennials.
- We should make more of an effort to serve our diverse population.
- Downtown Moorhead needs to be more active - cater to the senior population, rather than college kids.
- How can we foster community connections within neighborhoods?
- How can we be represented at neighborhood get togethers.
- Pizza at the Park
- State government has not been providing the proper funding to maintain Moorhead's parks and trails, plus schools and libraries.
- New construction planned for Moorhead will provide downtown with a "polished and updated" look.
- Send an article to the FM Extra about the Techspert program.
- EBook Collection is used and appreciated
- Holds shelf and self-check machines are appreciated for quick retrieval
- Moorhead employees are very helpful and are very kind to children. This helps children with their self esteem - great example from JM.
- Book Discussion groups are appreciated
- Author talks are appreciated
- Downloadable audiobooks are appreciated
- Children's exhibit earlier in the year was appreciated. Families traveled to it from other communities.
- Issue with the link to my email from larl.org
- Children's area has a nice layout and is very welcoming.
- Location link from Evergreen needs to be fixed.
- We should add information to the Red River Valley Calendar?
- Wish the Moorhead Library had more space for programming and community events.
- Wish there was more parking.
- Wish there was a south side branch
- Appreciates that we support a free and democratic society
- Can the new arrivals on Evergreen be categorized more?
- Fantastic Fiction is a resource used to find new books.
- The Children's series are never available.
- We should verbally tell customers about Next 5 Books
- Kirkus Reviews and Good Reads are great resources
- Moorhead customers appreciate the New Books and Staff Recommends sections.
- Everyone loves Book Page
- Learns about books from Carrie Miller/MPR
- Word of Mouth - Louise Penny?
- Spend money on books, rather than on music or DVDs
- We need more eBook advertising
- Loves the Peace Corps Series
- Loves National Novel Writing Month
- Legacy Request: More authors and Fine arts
- Would love a Moorhead specific artist showcase
- Loves music for children

- Please, bring us some outdoor music at 7:00
- Appreciates exhibits along the Mysteries wall.
- Misses the artwork for checkout.
- Loves the mitten tree
- Loves that the library provides all points of view
- We help to establish community
- What do we offer to non readers?
- Community members want to make sure employees are well trained and treated well.
- We need to take care of and nurture our staff.
- Open earlier on Fridays
- Open on Sundays
- Appreciates the family restrooms
- READ program starting this fall?
- Would like a better event room for programs.
- Would like a children's auditorium
- Restroom situation on main floor is not ideal.
- We need another copy of the Fargo Forum, or we need to do something to ensure that it stays together for everyone to use.

**STRATEGIC DIRECTIONS 2017-2019**

Activities: Steps to reach our goal?  <b>CUSTOMER SERVICE</b>	Outputs: What will our goal do and who will it reach?	Measurement Tools: How and when will the output data be collected?	Outcomes: How will the successful completion of your goal impact your organization, employees, and community?
Hub Training Plan a. Compile a list of training needs across the region.  b. Create a schedule for executing training for a 12-month period.	This goal will help employees with their day-to-day tasks and ensure they feel confident about their duties.	A list of training needs will be created.  A list of training opportunities will be created.  A list of attendees will be kept.	Employees will feel more confident about their day-to-day activities.  Communication will be improved.  Customer service will improve.
Evergreen Registration and OverDrive Training a. Open Evergreen registration training up to all employees.  b. Open OverDrive training to all employees.	a. Evergreen registration training will help employees understand the importance of accurately filling out the online form. b. OverDrive training will better prepare employees to assist customers with OverDrive.	a. Registration error rates will decrease. b. OverDrive statistics will increase as employees push the product and provide assistance to customers.	a. Statistics will be more accurate and time dedicated to fixing registration issues will decrease. b. Employees will promote the resource and provide customers with assistance. In addition, OverDrive statistics will continue to increase.
5/24/18 Give to LARL Create a plan for soliciting donations.	Funds will be obtained to supplement the LARL operating budget.	Donations are tracked and measured.	Create a connection with community, while improving services.
5/25/2018 Implementing wireless printing in branches.	The goal will allow customers with mobile devices the ability to print remotely.	Josh	Provide better customer service for those who need printing services.

Activities: Steps to reach our goal?  <b>COMFORT &amp; SAFETY</b>	Outputs: What will our goal do and who will it reach?	Measurement Tools: How and when will the output data be collected?	Outcomes: How will the successful completion of your goal impact your organization, employees, and community?
Active Shooter Training for larger locations. a. Session offered in Moorhead.	Training is geared towards employees in larger locations. However, helpful information for small	We will keep track of those who attend training and will prepare training materials for new hires and those who could not attend.	Employees will have information that could be used in their locations if an emergency were to occur.

b. Schedule second session c. Share information from session with all locations.	locations will be provided as well.		
Code of Conduct Guidelines a. Work with employees to create guidelines. b. Offer training with scenarios for a better of understanding of how to handle grey areas.	The guidelines will provide suggestions for dealing with customer behavior issues.		
See OverDrive training under Customer Service.			Employees will feel more comfortable assisting customers with OverDrive related questions.
5/25/18 Updated Registration & Circulation Policy to streamline lost and damaged materials process.	The goal will streamline processes for staff.	We will monitor the situation, case-by-case to determine success rate.	Employees will have simplified directions for dealing with lost or missing items, resulting in fewer issues with replacement items.

Activities: Steps to reach our goal?  <b>CONNECTION</b>	Outputs: What will our goal do and who will it reach?	Measurement Tools: How and when will the output data be collected?	Outcomes: How will the successful completion of your goal impact your organization, employees, and community?
Strategic Plan Progress Create a plan for sharing Strategic Plan process and progress.	All LARL employees and the LARL Board.	Activities and progress will be documented on this spreadsheet monthly and shared with everyone via email and Staff Connections.	Communication will be improved. Employees will be informed of changes and opportunities in the organization.
5/24/18 Give to LARL Create a plan for soliciting donations.	Funds will be obtained to supplement the LARL operating budget.	Donations are tracked and measured.	Create a connection with community, while improving services.