



West Fargo Public Library Board of Directors Meeting

Thursday, June 8, 2023

5:30 p.m.

City Hall Commission Chambers

Board Members Present: Liann Hanson, Alanna Rerick, Larry Schwartz, Tony Stukel

Absent: Commissioner Mandy George

Also Present: Adult & Patron Services Manager Kirsten Henagin, Communications Specialist Ellen Rossow

I. Call to Order

Hanson called the meeting to order at 5:30 p.m.

II. Approval of Order of the Agenda

Schwartz moved to approve the order of the agenda. Stukel seconded. After a discussion wherein Hanson asked that the 2022 Annual Report item become an action item and Rerick requested to remove the Financial Report from the Consent Agenda to the Regular Agenda, Rerick made a motion and Schwartz seconded the approval of the order of the agenda with the changes. No opposition. Motion carried.

III. Consent Agenda

Rerick moved to approve the consent agenda. Schwartz seconded. No opposition. Motion carried.

IV. Regular Agenda Old Business

1. 2022 Annual Report (Action)

Rossow presented highlights from the 2022 Annual Report, a report which includes an overview of the library's usage in 2022, detailed usage data from the last five years (2018 – 2022,) and illustrates a continued need for library services in West Fargo. Rossow's presentation specifically pointed out:

- Library usage exceeded the rate of growth of the city of West Fargo's population from 2018 to 2022.
- Program participation increased 24% from 2018, with 18,000 participants in library programs and challenges in 2022.
- Storytime attendance nearly tripled from 2018 numbers with over 3,000 attendees in 2022. This can be attributed to the addition of a Children's Services Librarian in 2021 who performs comprehensive storytimes where children and parents read, play, sing, talk, write, and create together.
- Over 16,000 people used their library cards in 2022.
- Physical and digital item checkouts reached record highs in 2022.
- The library served 53,176 visitors in the library building alone in 2022.
- The library continued to offer outreach services in 2022, delivering over 5,000 books through routine visits to local senior centers and daycares and to neighborhoods as part of the Little Red Reading Bus route.
- The library issued 4,102 new cards in 2022.

Following Rossow's presentation, Schwartz requested that any presentation of this data to the City Commission include the sentiment that the library's usage numbers could only improve with a building that reflects the growth, forward-thinking, and dynamism of the City of West Fargo, perhaps funded in part through donations from local businesses, adding that the library's currently leased space is within a building

that is nearly 100 years old and in no way accommodates a modern public library. Hanson motioned to approve the report and allow library staff to present it to the City Commission on the Board's behalf. Schwartz seconded. No opposition. Motion carried.

2. Staff Request for 2024 Budget (Action)

Hanson motioned to table the item until a Library Director is hired. Rerick seconded. No opposition. Motion carried.

3. Library Marketing and Communications Specialist Job Description (Action)

Hanson motioned to table the item until a Library Director is hired. Rerick seconded. No opposition. Motion carried.

4. Building Fund Budget Line Item (Action)

In past meetings, the action requested was the creation of a Building Fund Line Item. Rerick moved to table the item. Schwartz seconded. No opposition. Motion carried.

5. Media Relations Policy (Action)

Hanson motioned to table the item until a Library Director is hired. Schwartz seconded. No opposition. Motion carried.

6. Public Posting and Displays Policy (Action)

Rerick moved to table the item until a Library Director is hired. Hanson seconded. No opposition. Motion carried.

7. Internet and Computer Use Policy (Action)

Henagin requested approval of the updated Internet and Computer Use Policy. Changes included additional information about CIPA compliance and defining expectations for internet use, which was not reflected in the previous version. This was deemed necessary by library leadership due to the addition of public Wi-Fi services throughout the library and the parking lot. Copyright is also more well-defined in the updated policy and the policy was reformatted to follow branding guidelines. Schwartz moved to approve the policy. Rerick seconded. No opposition. Motion carried.

8. Locker Checkout Policy (Action)

Henagin requested approval of the updated Locker Checkout Policy. Under this new policy, locker use is not limited to a specific amount of time during the day. Instead, the lockers would be cleaned out at the end of the library's open hours each day. To make locker use more accessible under the new policy, locker use would not be limited to only those with library cards. Schwartz moved to approve the Locker Checkout Policy and Stukel seconded. No opposition. Motion carried.

9. Financial Report (moved from Consent Agenda)

Rerick requested more information about the Service Charges (740) line, stating that she noticed the line was maxed out and wanted to know if staff anticipated any more charges to that line. Henagin explained that additional charges to the line would occur in the second half of 2023, as the line is made up of credit card processing fees for payments made at the service desk and online. The reason the line's allocated budget had depleted so quickly is that from Sept. 2022 to April 2023, the library was out of compliance with the Payment Card Industry (PCI) Data Security Standard, so the library was being charged additional fees. This occurred

because the library's licensing with Envisionware, the library's point of sale system, was not renewed due to turnover in the City of West Fargo's IT department. The notification for renewal was sent to the email of an IT professional who no longer works for the City. To avoid similar issues in the future, Henagin explained that notices of this nature will be sent to a team of staff across the City instead of one individual. Rerick also asked what makes up the Other Revenue reflected in the monthly report. Henagin explained that the Misc. Revenue (36000) line is made up of cash payments made at the desk and for printing services. Henagin also explained that the Sponsorships line is where incoming funds from the Friends of the Library go as they reimburse the library for purchases they agree to help pay for, for example, prizes for reading challenges. Rerick moved to approve the Financial Report. Schwartz seconded. No opposition. Motion carried.

New Business

1. 2024 Library Budget Draft Review

Henagin provided an update on the status of the 2024 Budget Draft for the West Fargo Public Library. This was not an action item, but an informative presentation and opportunity for discussion. Work on the 2024 Budget Draft was done in collaboration with a Budget Committee made up of Rerick and Commissioner George as well as City of West Fargo staff and a consultant from Ae2s. Henagin reviewed general assumptions being made by the entire city going into this budget cycle, such as a cost-of-living adjustment increase for employee salaries, and increases in the cost of health insurance benefits and workplace safety insurance. The City is also assuming the value of a mill to increase and utility rates may change as well. As reflected in the Budget Draft, the library would continue to ask for the same 8.4 mills going into 2024. Henagin reviewed other remaining variables yet to be finalized, including the final State Aid calculation, which was delayed due to new legislation, and different costs related to the different possible staffing options, which were still under review at the time. Henagin also went over where staff would like to shift funds between lines. Some costs currently allocated to Books (662) would shift to E-Resources (650) in this proposed draft. Some costs currently allocated to Audio/Visual (664) and Technology (497) would move to Furniture (641), Programming (649), Library of Things & Shipping (661.) Henagin reviewed the various staffing model options being considered at the time, which would impact the final Budget Draft. After discussion, the Board asked Henagin to proceed with the Budget Draft with the baseline staffing plan, which includes no adjustments in the staffing of the service desk but would add funding for an Outreach Services Coordinator and two Teen Interns to support the Youth Services Team and outreach efforts of the library.

2. Director's Report

Henagin provided some highlights from May 2023 at the library. Patron feedback included some negative comments about the elevator setup where patrons need to ask a staff person to help them go upstairs to access our meeting rooms and activity space. Regarding future State Aid, the library once again achieved the "developing" status, which opens doors for additional State Aid. Office 365 rolled out City-wide. City IT also began work on auditing and fixing Wi-Fi infrastructure City-wide. The library now has an active Nextdoor account thanks to changes in Nextdoor's policies. At the time of the meeting, the library had expended 33% of the annual budget. Henagin welcomed Teen Intern Breia Freeman, Library Assistant Lexi Bennett, and Circulation Supervisor Stephanie Venjohn to the team and

congratulated Erin Thostenson on their movement from Outreach Services Assistant to Adult Services Program Assistant and Cass Klos for her movement from Technical Services Assistant to Outreach Services Assistant. The Technical Services Assistant and Youth Services Program Assistant positions were accepting applications at the time of the meeting. Henagin informed the Board of the in-progress update to spine labels throughout the library, which removes cutter numbers throughout the library and adds genre stickers for select genres in Adult Fiction. Henagin also provided a programming update including the success of second grade tours and in-library storytimes, updates on Summer Boost registration, and Monday Matinees continuing to be a hit with adults. She also made the Board aware of upcoming summer programming.

3. Library Director Hiring Process Discussion

Prior to adjournment, Rerick requested the Board discuss the hiring process for the new Library Director after experiencing some confusion about who is on the hiring committee. Schwartz and Rerick both expressed interest in being a part of the hiring committee. Hanson said she would forward the thoughts to City HR. Hanson also planned to send out a questionnaire for staff seeking their input on what they are looking for in a Library Director. Interviews were set to take place June 26 or 27.

V. Adjourn

Hanson moved to adjourn. Stukel seconded. No opposition. Motion carried at 6:44 p.m.