

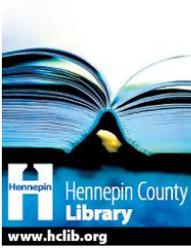
## Hennepin County Law Library

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DATE: August 10, 2015  
TO: Hennepin County Law Library Board of Trustees  
FROM: Lois Langer Thompson, Acting Law Library Director  
SUBJECT: **Agenda for August 13, 2015**

HCLL Board of Trustees Meeting  
August 13, 2015  
Hennepin County Government Center, A24 Large Conference Room  
Noon-1 p.m.

1. Call to order
2. Acceptance of minutes March 3, 2015 meeting
3. Director's report
4. 2016 operating budget request and fees discussion
5. Next meeting date



## Hennepin County Law Library

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DATE: August 10, 2015  
TO: Hennepin County Law Library Board of Trustees  
FROM: Lois Langer Thompson, Acting Law Library Director  
SUBJECT: **Minutes for March 3, 2015**

The Hennepin County Law Library Board of Trustees met Tuesday, March 3, 2015.

**Present:** Judge Kevin Burke, Judge Margaret Daly, Commissioner Randy Johnson, Mike McCarthy, Sonja Peterson, and Judge Patrick Robben  
**Staff:** Acting Law Library Director Lois Langer Thompson

### **CALL TO ORDER**

The meeting was called to order at 12:10 p.m.

### **MINUTES**

President Burke opened the meeting and asked Acting Library Director Lois Langer Thompson to provide an update on the Law Library and present the proposed Strategic Plan including a mission, vision, strategic goals and 2015-2016 action plans.

A discussion was held.

Commissioner Johnson made a motion to accept the Strategic Plan with suggested edits and directed staff to develop a job description for a new Law Library Director and to address any personnel issues; seconded by Judge Daly. Motion passed unanimously.

### **ADJOURN**

The meeting was adjourned at 1:00 p.m.



DATE: June 22, 2015  
 TO: David Hough, County Administrator  
 CC: Judy Regenscheid, Assistant County Administrator – Operations  
 FROM: Lois Langer Thompson, Library Director  
 SUBJECT: 2016 Library and Law Library Operating Budget Request

**2016 – 2020 operating budget goals**

- Successful opening and running of the **new Brooklyn Park (2016), Webber Park (2017) and Southeast (2019) libraries.**
- Maintaining the **249 additional open hours/per week** that were added in 2014 without increasing the operating budget. The increased hours resulted in 400,000 more visits in 2014 over 2013.
- **Annual reinvestment in the collection.** Our reinvestment is resulting in increased circulation and better access to books and other materials for patrons of all ages.
- Implementing the **Law Library Strategic Plan** within the current operating budget.

**2016 operating budget request overview**

<b>Changes in expenditures and revenues</b>	<b>Amount</b>	<b>Total</b>	<b>Percent of increase</b>
<b>County-supported changes</b>			
<i>Information Technology</i>	\$ 1,119,000		41%
<i>Replacement of Minneapolis merger funding</i>	\$ 800,000		
<i>New Brooklyn Park Library</i>	\$ 800,000		
		\$ 2,719,000	68%
<b>Library-supported changes</b>			
<i>Expenditure increases</i>	\$ 1,925,000		
<i>Expenditure reductions</i>	\$ (368,800)		
<i>Revenue increases</i>	\$ (285,000)		
		\$ 1,271,200	32%
<i>Total increase</i>		\$ 3,990,200	
<i>102% of property tax</i>	\$ (1,255,000)		
Property tax increase above 102%		\$ 2,735,200	

## ***Key commitments and strategies for 2016***

As we prepare for 2016, we are committed to ensuring that Hennepin County Library and Law Library remain an essential community resource by investing in staff, collection, technology and buildings that result in excellent library services for the residents of Hennepin County.

Innovative projects and partnerships are key strategies for 2016. A few highlights include: a grant-supported initiative to bring library service, in collaboration with Workforce Development, to the Cedar-Riverside neighborhood; a new Science/Technology/Engineering/Math (STEM) library in Brooklyn Park that unites community and educational partners; new and improved space for the Law Library; and participation in The White House ConnectEd Library Challenge to ensure every student has access to library resources and a library card.

## ***2016 operating budget request detail***

### **County-supported changes**

- The **rate increase for centralized technology** is resulting in a cost increase of almost \$1.2 million, which represents 41% of the total Libraries budget increase. The number reflects rate increases for public PCs, servers and PC reservation devices. The Budget Office has confirmed that these costs do not need to be included in the 102% increase in property tax.
- The County is in the second-to-last year of replacing the annual \$800,000 **reduction in merger funding** from the City of Minneapolis.
- The **new Brooklyn Park Library** will open in early 2016. The building's square footage will increase from 15,183 to 39,600, and the library will add additional open hours. Facility services costs, including security and the need for additional FTE, will result in an annual increase of \$800,000. The Brooklyn Park Library has a STEM focus, which was developed with community input and in support of the County's workforce development value. This STEM focus requires more in-person assistance for patrons than regular library service. The Library will also reallocate staff to support the new Brooklyn Park facility.

### **Library-supported changes**

#### ***Expenditure increases***

- ***Personal Services***

Our implementation of the *Library Services Strategy – Hours* resulted in the addition of 249 open hours per/week in 2014 and was accomplished without an increase in FTE or the operating budget. Again in 2016, the Library is recommending no change to the current FTE for the libraries in order to maintain the 2014 expansion of open hours.

As noted above, additional FTE will be required with the opening of the new Brooklyn Park Library. As we look beyond 2016, new Southeast and Webber Park libraries will open with increases in square footage and open hours; they will also require additional FTE starting in 2017. The impact of a new Southdale Library is not known at this time.

Supporting the Law Library has required reallocation of Library FTE to develop and begin implementation of the Law Library Strategic Plan, participate in schematic design for new and improved space, update the Law Library public website, and conduct overall management of the Law Library. The Law Library is undergoing significant transition that will impact staff roles and responsibilities. Strategic plan goals include further alignment with the Library, streamlined processes and better patron service.

### ***Expenditure increases***

- ***Collection***

Throughout the past five years, the Library has seen both significant increases and significant decreases to the collection budget. The revenue for the collection comes primarily from property tax but also includes funding from MELSA, the Friends of HCL and Legacy Amendment dollars.

Prior to 2012, the Library was increasing the collection budget annually to keep pace with increases in both costs and patron demand. With the budget reductions in 2012 and 2013, the Library collection budget was reduced significantly. Starting in 2014, the Library recommitted to annually increasing the collection budget.

Many factors affect circulation statistics, including circulation limits, changing patron use patterns and circulation policies, but the collection budget has the biggest impact on circulation.

With the requested increase in 2016, we will continue to fulfill our commitment to supporting patron access to library books and other materials, building special collections and supporting the preservation and digitization of our historical collections.

### ***Expenditure reductions***

Through continuous improvement work and careful management, the Library is reducing expenditures in 2016 for online subscriptions, procurement and processing supplies, cellular phone service, transfer of tuition reimbursement and library hardware maintenance.

### ***Revenue increases***

A change to FCC E-Rate program funding will result in an increase of \$200,000 in revenue. Other revenue from fines and building rentals and concessions will increase \$85,000.

The Friends of HCL are refocusing their work from programming and community connections to fund-raising for the Library. In 2015, this shift in focus has already resulted in additional individual donors as well as successful grant applications, including a Library Services Technology Act (LSTA) grant.

### **Law Library operating budget**

After adjusting the 2016 budget based on actuals, the Law Library's needs can be managed within the 102% property tax increase.

### ***Priorities and results summary for Libraries***

## Library Services Strategies

(Copies of the Library and Law Library Services Strategies and Quarterly Outcomes are attached.)

- **Hours:** The Library added 249 additional open hours/per week within our existing FTE and budget. The additional hours are providing patrons better access to library services. An assessment of the hours will be completed in 2015.
- **Buildings:** This strategy outlines goals and strategies for use and maintenance of all library buildings and sets a schedule to update each library building once every 10 years. The Library is currently completing year two of the strategy.
- **Services:** An Action Planning Framework was completed in 2014 and established three service priorities for the next three years: reach out and partner; spark learning; and discover and use technology. Libraries and units in all divisions developed 60 action plans and implementation is underway. This strategy resulted in significant employee engagement and innovative projects and service delivery.
- **Staffing:** The staffing strategy in development now will create a service and staffing model that: includes a compelling vision for an exceptional patron service experience in person, online and in the community; clarifies roles and expectations for staff in our changing environment; and further positions HCL as a unified and leading library system.

This work will be grounded in the Library's Strategic Plan and Hennepin County's core values of continuous improvement and innovation, employee engagement, customer service, workforce development, and diversity and inclusion.

The work is being completed with assistance from other County departments, including the Center for Innovation and Excellence (CIE).

Tackling our staffing strategy is challenging but necessary work for HCL. It will help us fulfill our mission and ensure we continue to serve our patrons in relevant, meaningful ways into the future.

- **Law Library Strategic Plan:** With the completion of the strategic plan, Law Library staff have identified and started work on six strategic actions: research, education, collection, staff, access and funding.

## Strategic projects

The Library and Law Library set annual strategic goals based on the Library's Strategic Plan 2011 – 2025.

- **Transform hclib.org and HCLL website:** The Library's new public website was launched in 2014. The new design is mobile-friendly and no longer requires a separate application, allowing MELSA resources to be reallocated. The Library's new staff intranet will be launched this year and improve staff engagement, efficiency and communication. The Law

Library website will also be launched this year and provide improved access for law library patrons.

- **Manage Library FTE:** The Library reviews every position for potential reclassification to further support the Library's Strategic Plan. This has resulted in a reduction in administrative positions and an increase in staff providing direct public service.

In 2015, the Library lowered the **vacancy factor** and using continuous improvement strategies also reduced the amount of time that positions remained vacant, which resulted in improved customer service and staff engagement.

The Library is currently supporting 1.5 FTE in County mobility assignments. The Law Library staffing component is under review for further alignment with the Library.

- **Evaluate services to ensure successful outcomes:** All *Library Services Strategy – Services* staff action plans include an evaluation component. With the completion of a Nokomis Library service evaluation pilot project, staff now have access to a tool kit of evaluation criteria and techniques. Evaluation of services will be developed for the Law Library, as well.
- **Increase the diversity of HCL staff and develop a pathway for the workforce of the future:** With our teen volunteer, Step Up, and Public Service Assistant positions, HCL gives young people important opportunities to develop life and career skills in a positive, supportive environment while working in their communities. These programs promote academic success, job readiness and leadership skills, and create ladders for youth involvement in libraries, from participant to volunteer to employee.

In 2015, the Library also added Youth Program Specialist positions at the Minneapolis Central and North Regional libraries. Working in conjunction with other library staff, the Youth Program Specialists are the primary contacts for youth after school and during evening hours, promoting team-building and cultivating leadership skills among youth participating in library programming.

### **2015 summary of accomplishments**

During 2015, the Library improved patron access to library services through a new website, the continuation of the additional 249 open hours/per week, the ongoing recommitment to the collection, and improved facilities and technology. Staff were engaged in new ways and significant progress was made in building an inclusive and innovative culture.

The Law Library completed the development of a strategic plan that was approved by the HCLL Board of Trustees in March 2015. During 2015, the Law Library will launch a new website, complete planning for its new space and continue to re-imagine law library patron service.

### **Conclusion**

The Library 2016 operating budget request supports the goal of maintaining our leadership role among U.S. libraries and ensures we fulfill the Library Strategic Plan 2011 – 2025 objectives, which

include providing relevant, engaging, accessible library services to the community, as well as offering library services that are innovative and collaborative.

The Law Library 2016 operating budget request supports the Mission, Vision, Strategic Goals and Action Plan adopted in 2015. Our vision is a Hennepin County where access to legal information is available to every person through: a strong and relevant collection; knowledgeable, diverse and innovative staff; and creative educational opportunities within welcoming spaces.

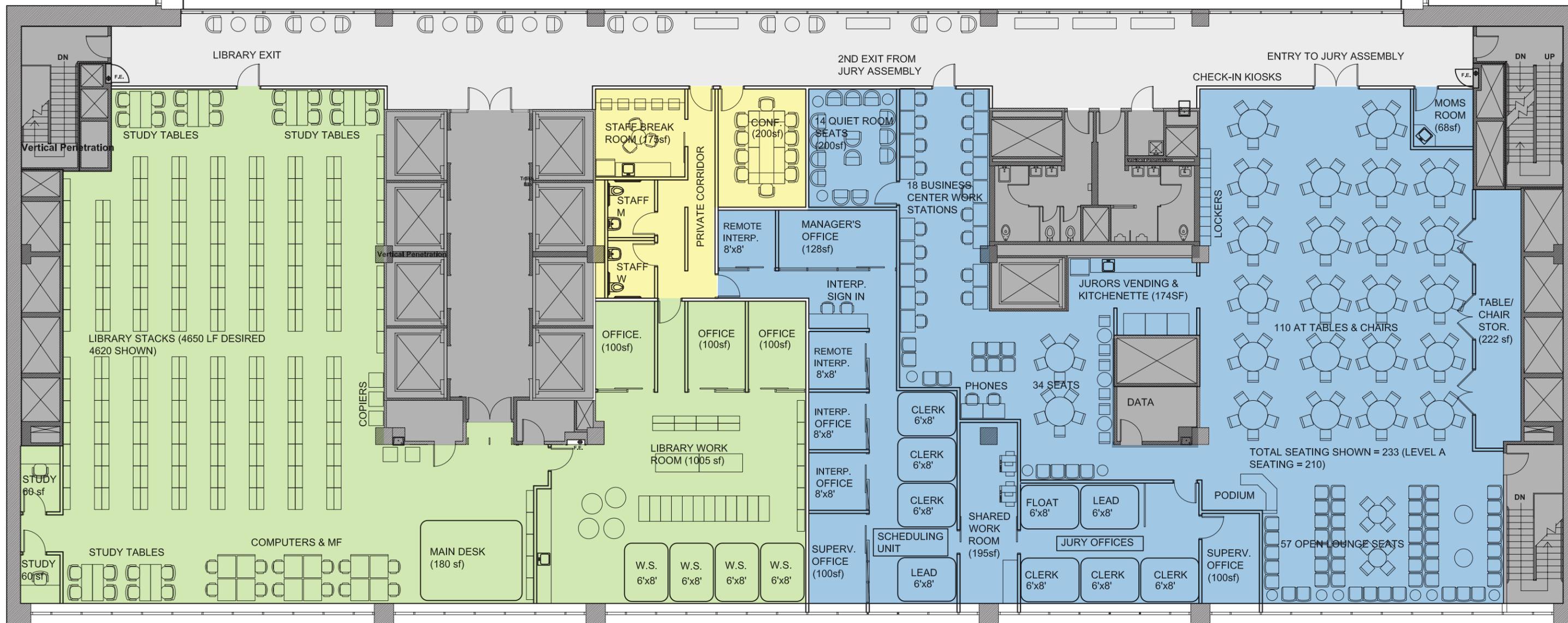
We will be able to achieve these goals by reallocating dollars within the Library budget and with additional property tax support.

Thank you for your consideration of the Library and Law Library 2016 operating budget request.

	ACTION PLAN ITEM Research	ACTION PLAN ITEM Education	ACTION PLAN ITEM Collection
Q1	<ul style="list-style-type: none"> <li>• 2,355 reference and information questions answered</li> </ul>	<ul style="list-style-type: none"> <li>• Preliminary review of potential CLE and public classes completed</li> </ul>	<ul style="list-style-type: none"> <li>• Review of collection stored on B-Level</li> <li>• Weeding plan developed; to be implemented in quarter two</li> </ul>
Q2	<ul style="list-style-type: none"> <li>• 2,863 reference and information questions answered</li> <li>• 130 reference and information questions answered for Hennepin County Jail</li> </ul>	<ul style="list-style-type: none"> <li>• Created a presentation and template for Minnesota CLE classes on HCLL website</li> <li>• Conducted tours for summer associates working at local law firms</li> </ul>	<ul style="list-style-type: none"> <li>• Cataloged 131 new titles</li> <li>• Weeded over 14,000 periodicals from the B-level</li> </ul>
Q3			
Q4			

	ACTION PLAN ITEM Staff	ACTION PLAN ITEM Access	ACTION PLAN ITEM Funding
Q1	<ul style="list-style-type: none"> <li>• Review of staff responsibilities in progress</li> </ul>	<ul style="list-style-type: none"> <li>• Working with Central IT, preliminary decisions made about the organizational structure and incorporation of current pages on the new HCLL website, including the catalog page; tentative launch date set for July</li> <li>• Redesign of the Law Library space is underway in collaboration with the Jury Assembly Project.</li> </ul>	<ul style="list-style-type: none"> <li>• 2016 HCLL budget under development</li> </ul>
Q2	<ul style="list-style-type: none"> <li>• Job descriptions are being updated</li> </ul>	<ul style="list-style-type: none"> <li>• The new HCLL website launched on July 7</li> <li>• The schematic design is nearing completion and will be submitted for approval July 21</li> </ul>	<ul style="list-style-type: none"> <li>• 2016 HCLL budget was submitted June 22</li> </ul>
Q3			
Q4			

ATRIUM USEABLE AREA = 2072 USF



LAW LIBRARY  
5055 SF

TOTAL FLOOR =  
13,849 USEABLE  
SQUARE FEET (USF)

JURY ASSEMBLY  
6143 SF

NOT TO SCALE