



LIBRARY BOARD
Library—Community Room, 3939 Central Ave NE
Wednesday, September 07, 2022
5:30 PM

AGENDA

ATTENDANCE INFORMATION FOR THE PUBLIC

Members of the public who wish to attend may do so in-person, by calling 1-312-626-6799 and entering meeting ID 862 5221 5747 and passcode 039390, or by Zoom at <https://us02web.zoom.us/j/86252215747> at the scheduled meeting time. For questions, please call the library at 763-706-3690.

CALL TO ORDER

- 1. Review/Approve Library Board Minutes from August 3, 2022.**
- 2. Review Operating Budget**

COMMUNITY FORUM: At this time, individuals may address the Library Board about any item not included on the regular agenda. All speakers need to state their name and connection to Columbia Heights and limit their comments to five (5) minutes. Those in attendance virtually should send this information in the chat function to the moderator. The Board will listen to brief remarks, ask clarifying questions, and if needed, request staff to follow up or direct the matter to be added to an upcoming agenda.

OLD BUSINESS

- 3. Automatic Renewal of Eligible Library Checkouts**
MOTION: To approve automatic renewal of library materials effective November 1, 2022

NEW BUSINESS

- 4. Approve Purchase of New Public Access Computers and Related Software**
MOTION: Approve the purchase of Dell computers and monitors from Everyday Technology in the amount of \$29,543.76, Windows Enterprise and Microsoft Office from TechSoup in the amount of \$4,292.16 and DeepFreeze from Faronics in the amount of \$1,580.16.
- 5. MELSA Library Technology and Digital Services Survey Results**
- 6. Board & Commission Ice Cream Social**
- 7. Conversation about Strategic Planning & Goal Setting**

DIRECTOR'S UPDATE

- 5. July Board Report**

ADJOURNMENT

Auxiliary aids or other accommodations for individuals with disabilities are available upon request when the request is made at least 72 hours in advance. Please contact Administration at 763-706-3610 to make arrangements.



COLUMBIA HEIGHTS PUBLIC LIBRARY
 3939 Central Ave NE, Columbia Heights, MN 55421
LIBRARY BOARD: MEETING MINUTES
 Wednesday, August 3rd, 2022

Drafted
 8/4/2022

ATTENDANCE INFORMATION FOR THE PUBLIC

Members of the public who wished to attend could do so in-person, by calling 1-312-626-6799 and entering **meeting ID 862 5221 5747** and **passcode 039390**, or by Zoom at <https://us02web.zoom.us/j/86252215747> at the scheduled meeting time. For questions, please call the library at 763-706-3690.

The meeting was called to order in the Library Community Room by Chair Teresa Eisenbise at 5:30pm.

Members physically present: Teresa Eisenbise; Carrie Mesrobian; Rachelle Waldon; Chris Polley; Nick Novitsky (Council Liaison). **Members remotely present:** N/A. **Members absent:** Gerri Moeller. **Also present:** Renee Dougherty (Library Director); Nick Olberding (Recording Secretary). **Public physically/remotely present:** Dan Spriggs.

1. **Review/Approve Minutes from July 6, 2022, Library Board Meeting: Moved and approved.**
2. **Review Operating Budget:** 7 months (~58%) into the year and 54% of the budget spent.
 - a. **Volunteer Recognition (44375):** Pre-pandemic there was a small celebration for Volunteers and families at the end of summer; teens were also recognized by the City Council at a regular meeting. Adult volunteers were given a small gift in recognition of their work. This year, now that volunteers are back, staff will determine how to appropriately applaud the efforts and service of dedicated volunteers.

COMMUNITY FORUM: Opportunity for public input. **No comments or concerns submitted this month.**

OLD BUSINESS:

3. **Update on Proposed 2023 Budget:** Renee met with the Finance Director and City Manager. Computer Software will be getting its own budget line going forward; in the past it was rolled into 43050 (Expert & Professional Services), but it will now be in line 44030 (Software and Software Subscriptions). Another new line, 45180 (Other Equipment) will be used to refresh or replace building fixtures and furniture. In 2023, a transfer from the donation accounts will be used to fund 45180 expenditures rather than depending on the tax levy which will be set at a consistent rate across city departments and funds.

NEW BUSINESS:

4. **Auto-Renewal of Eligible Material:** At the last meeting of the ACL Library Board, they unanimously voted to adopt auto-renewal of Library material no later than January 1st, 2023 (earlier, if implementation and testing would allow); this means eligible, checked out material would automatically renew up to 4 times without patron intervention. Eligibility would require that:
 - a. There are no current requests (holds) on the item(s);
 - b. The item has remaining renewals available (4 maximum);
 - c. The patron is in good standing (not expired, and under the \$10 fine threshold);
 - d. The item is eligible for renewal (Inter-Library Loans are limited to one 3-week check-out period; eBooks, eMagazines and eAudiobooks cannot be renewed).

The pros and cons of the change were discussed:

- a. **Pros:** CHPL renewal policy would stay in-line with Anoka County Library's policy (Hennepin County Libraries also has auto-renewal); it's less stress and more convenient for patrons (they would receive a notification of which items renewed and which need to be returned); increased circulation.
- b. **Cons:** Potentially less items on the library shelves for browsing; longer check-out times (a maximum of 15 weeks;) potential of more time for the patrons to lose track of items (although they will get a notification using their desired method each time renewals occur); potential delay in accounts with lost items being sent to collection agency.

Although all Board Members in attendance were in support of enabling auto-renewal, it was tabled until the next meeting so Renee can gather more information from Anoka County Library on the specifics of their approach and determine if the ILS system would allow CHPL to opt out of auto-renewal.

DIRECTOR'S UPDATE: Operational reports, general updates, event reminders, and items from the floor.

5. June Board Report: For Your Information.

- a. **EveyMeal Program** (bag with 4-5 pounds of food) is being distributed through early September; grant funded so there is no cost to the library. Demand so far has been high, so we anticipate ordering additional meals and participating in future.
- b. **DNR Park Passes** continue to be popular; the passes were checked out 10 times in July.
- c. Cortni O'Brien (Adult Services Librarian) attended a **Metro HRA Training Session** dealing with applications for Section 8 Housing; for some people the library is the only place to access a computer to apply.
- d. Chris requested that Eliza (Youth Services Librarian) send him alerts on upcoming **youth programs** so he may promote them within the school district and the CHHS newspaper. This was prompted by a discussion on attendance at youth programming events, like "Young Punks: Art of the Patch", which had no attendees.
- e. The library should explore using **Instagram and TikTok** to reach youth who do not use Facebook.

There being no further business, a motion to adjourn was made and seconded at 6:26 pm and the **meeting was adjourned.**

Respectfully submitted,



Nicholas P. Olberding
Recording Secretary, CHPL Board of Trustees

EXPENDITURE REPORT FOR CITY OF COLUMBIA HEIGHTS

Fiscal Year Completed: 66.58%

ACCOUNT	DESCRIPTION	2022 AMENDED BUDGET	YTD BALANCE 08/31/2022	ACTIVITY FOR MONTH 08/31/22	ENCUMBERED YEAR-TO-DATE	UNENCUMBERED BALANCE	% BDGT USED
Fund 240 - LIBRARY							
41010	REGULAR EMPLOYEES	442,600.00	294,988.67	26,645.99	0.00	147,611.33	66.65
41011	PART-TIME EMPLOYEES	113,300.00	65,105.95	6,836.31	0.00	48,194.05	57.46
41020	OVERTIME-REGULAR	900.00	423.25	32.17	0.00	476.75	47.03
41070	INTERDEPARTMENTAL LABOR SERV	2,000.00	0.00	0.00	0.00	2,000.00	0.00
41210	P.E.R.A. CONTRIBUTION	41,900.00	26,426.60	3,155.97	0.00	15,473.40	63.07
41220	F.I.C.A. CONTRIBUTION	42,800.00	27,405.71	2,527.58	0.00	15,394.29	64.03
41300	INSURANCE	78,200.00	50,945.30	6,368.45	0.00	27,254.70	65.15
41510	WORKERS COMP INSURANCE PREM	2,700.00	2,623.52	332.60	0.00	76.48	97.17
41810	COLA ALLOWANCE	21,200.00	0.00	0.00	0.00	21,200.00	0.00
42000	OFFICE SUPPLIES	1,200.00	826.26	296.38	0.00	373.74	68.86
42010	MINOR EQUIPMENT	100.00	885.67	84.95	0.00	(785.67)	885.67 1
42011	END USER DEVICES	30,100.00	5,168.69	0.00	29,280.00	(4,348.69)	114.45 2
42012	OTHER TECHNOLOGY EQUIPMENT	0.00	141.97	0.00	0.00	(141.97)	100.00
42020	COMPUTER SUPPLIES	100.00	0.00	0.00	0.00	100.00	0.00
42030	PRINTING & PRINTED FORMS	900.00	206.50	0.00	0.00	693.50	22.94
42170	PROGRAM SUPPLIES	1,800.00	972.91	0.00	0.00	827.09	54.05
42171	GENERAL SUPPLIES	6,600.00	9,919.12	786.30	0.00	(3,319.12)	150.29 3
42175	FOOD SUPPLIES	200.00	67.21	25.92	0.00	132.79	33.61
42180	BOOKS	58,000.00	26,387.45	5,517.77	0.00	31,612.55	45.50
42181	PERIODICALS, MAG, NEWSPAPERS	7,000.00	2,373.77	0.00	0.00	4,626.23	33.91
42183	E-BOOKS	8,000.00	0.00	0.00	0.00	8,000.00	0.00
42185	COMPACT DISCS	5,000.00	2,175.42	370.78	0.00	2,824.58	43.51
42187	BOOK/CD SET	500.00	0.00	0.00	0.00	500.00	0.00
42189	DVD	6,300.00	2,779.15	11.24	0.00	3,520.85	44.11
42190	DOWNLOADABLE VIDEO	2,500.00	0.00	0.00	0.00	2,500.00	0.00
42990	COMM. PURCHASED FOR RESALE	300.00	0.00	0.00	0.00	300.00	0.00
43050	EXPERT & PROFESSIONAL SERV.	19,200.00	9,951.07	165.60	6,656.22	2,592.71	86.50 4
43105	TRAINING & EDUCATION ACTIVITIES	500.00	266.16	0.00	0.00	233.84	53.23
43210	TELEPHONE	700.00	239.85	22.15	0.00	460.15	34.26
43220	POSTAGE	200.00	75.97	0.00	0.00	124.03	37.99
43250	OTHER TELECOMMUNICATIONS	2,300.00	1,580.27	204.13	0.00	719.73	68.71
43310	LOCAL TRAVEL EXPENSE	700.00	95.72	0.00	0.00	604.28	13.67
43600	PROP & LIAB INSURANCE	9,300.00	5,425.00	0.00	0.00	3,875.00	58.33
43800	UTILITY SERVICES	0.00	2,398.01	0.00	0.00	(2,398.01)	100.00 5
43810	ELECTRIC	37,100.00	24,592.17	4,655.89	0.00	12,507.83	66.29
43820	WATER	2,700.00	0.00	0.00	0.00	2,700.00	0.00
43830	GAS	8,000.00	8,892.04	114.14	0.00	(892.04)	111.15
43850	SEWER	3,200.00	0.00	0.00	0.00	3,200.00	0.00
44000	REPAIR & MAINT. SERVICES	19,600.00	16,420.00	240.95	0.00	3,180.00	83.78
44010	BUILDING MAINT:INTERNAL SVCS	39,300.00	22,951.81	0.00	0.00	16,348.19	58.40
44020	BLDG MAINT CONTRACTUAL SERVICES	27,100.00	24,616.38	3,436.83	0.00	2,483.62	90.84
44040	INFORMATION SYS:INTERNAL SVC	74,300.00	43,341.69	0.00	0.00	30,958.31	58.33
44050	GARAGE, LABOR BURD.	500.00	0.00	0.00	0.00	500.00	0.00
44310	CREDIT CARD FEES	300.00	0.00	0.00	0.00	300.00	0.00
44330	SUBSCRIPTION, MEMBERSHIP	650.00	0.00	0.00	0.00	650.00	0.00
44375	VOLUNTEER RECOGNITION	200.00	0.00	0.00	0.00	200.00	0.00
47100	OPER. TRANSFER OUT - LABOR	15,750.00	9,187.50	0.00	0.00	6,562.50	58.33
TOTAL EXPENDITURES		1,135,800.00	689,856.76	61,832.10	35,936.22	410,007.02	63.90

- 1: Outreach Event Shade Canopy + Weight Bags (\$700.73)
- 2: Laptop+Docking Station, Department-wide Microsoft Licenses
- 3: Building HEPA Filters...replaced every 5/6 years (\$3,918.45)
- 4: 2022 ILS Operating Costs-Blanket PO (\$13,312.44...\$6,656.22 spent so far)
- 5: Water, Sewer, Stormwater Base Charge (usage excluded)



LIBRARY BOARD

AGENDA SECTION	OLD BUSINESS
MEETING DATE	SEPTEMBER 7, 2022

ITEM:	AUTOMATIC RENEWAL OF ELIGIBLE LIBRARY CHECKOUTS
DEPARTMENT: LIBRARY	BY/DATE: Renee Dougherty/August 30, 2022

BACKGROUND:

The Anoka County Library Board voted on July 25, 2022, to implement a new circulation rule: automatic renewal of eligible library checkouts effective November 1, 2022. The Anoka County Library (ACL) envisions autorenewal as a customer service initiative aligned with their loan policy which states that “loan periods shall be as generous as possible yet consistent with the need to secure the prompt return of materials so that they may be used by other borrowers.” *(Bylaws and Regulations of the Anoka County Library)*

The Columbia Heights Public Library (CHPL) normally follows the loan policies, checkout periods, and circulation procedures of ACL because its bylaws do not include detailed loan policies. ACL and CHPL have shared a common set of policies and procedures so that both may easily and efficiently share an integrated library system software to manage physical collection inventories and customer accounts; communicate clearly and consistently checkout periods and renewal procedures to customers who use libraries throughout the county; and allow city and county library staff to operate under a common set of policies and procedures. Library Associate Nick Olberding represents CHPL on the Circulation Team which recommends policy and procedure changes.

Currently, a patron can renew eligible items for an additional three weeks online, by phone, or in person at a building. Eligible checkouts may be renewed up to four times. With automatic renewal, the integrated library system (ILS) will automatically renew eligible items. The patron will receive a notice listing which items were renewed and which could not be renewed. Those which could not be renewed will be due on their original due date.

Checked out items won't be auto renewed if

- Another patron is waiting for it (it has a “hold”)
- It has already been renewed four times
- The patron has \$10 in unpaid charges on their account
- The item cannot normally be renewed (interlibrary loan from another library, eBooks, eAudiobooks, eMagazines)

RECOMMENDED MOTION(S):
MOTION: To approve automatic renewal of library materials effective November 1, 2022

ATTACHMENT(S):



CITY COUNCIL MEETING

AGENDA SECTION	CONSENT
MEETING DATE	8/22/2022

ITEM:	Approve Purchase of New Public Access Computers and Related Software									
DEPARTMENT:	Information Technology	BY/DATE: 8/12/2022								
CITY STRATEGY: <i>(please indicate areas that apply by adding a bold "X" in front of the selected text below)</i>										
<table> <tr> <td><input type="checkbox"/> Safe Community</td> <td><input type="checkbox"/> Diverse, Welcoming "Small-Town" Feel</td> </tr> <tr> <td><input checked="" type="checkbox"/> Economic Strength</td> <td><input checked="" type="checkbox"/> Excellent Housing/Neighborhoods</td> </tr> <tr> <td><input checked="" type="checkbox"/> Equity and Affordability</td> <td><input checked="" type="checkbox"/> Strong Infrastructure/Public Services</td> </tr> <tr> <td><input checked="" type="checkbox"/> Opportunities for Play and Learning</td> <td><input checked="" type="checkbox"/> Engaged, Multi-Generational, Multi-Cultural Population</td> </tr> </table>			<input type="checkbox"/> Safe Community	<input type="checkbox"/> Diverse, Welcoming "Small-Town" Feel	<input checked="" type="checkbox"/> Economic Strength	<input checked="" type="checkbox"/> Excellent Housing/Neighborhoods	<input checked="" type="checkbox"/> Equity and Affordability	<input checked="" type="checkbox"/> Strong Infrastructure/Public Services	<input checked="" type="checkbox"/> Opportunities for Play and Learning	<input checked="" type="checkbox"/> Engaged, Multi-Generational, Multi-Cultural Population
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<input checked="" type="checkbox"/> Opportunities for Play and Learning	<input checked="" type="checkbox"/> Engaged, Multi-Generational, Multi-Cultural Population									

INTRODUCTION

The City of Columbia Heights IT Department manages 22 Public Access Computers (PACs), 2 Catalog Workstations and 1 Reservation Workstation that are available free of charge at the Library for the general public. These computers allow access to the world wide web, Library resources and Microsoft Office applications. In an economically disadvantaged community where 19% of our residents do not have a broadband internet subscription, it is important that we maintain free access to these resources. Especially as we become more dependent on technology each day.

PROPOSAL

Our current PAC design utilizes thin clients located at workstations within the Library. These thin clients connect to virtual computers located on servers at the Library and Public Safety building. This design requires a high level of knowledge and replacement costs are nearly twice as much considering the servers required.

\$30,000 was budgeted in 2022 to replace the thin clients only, not the servers. Our proposal exceeds that budget (by \$3,979.92) but the proposed design eliminates the server components. This will save the Library ~\$30,000 in the next two years and spare a significant amount of staff time. The new design also eliminates the need for the reservation workstation.

COST

- Dell Computers and 24" Monitors \$29,543.76
- Windows Enterprise and Microsoft Office 2021 (non-profit pricing) \$4,292.16
- DeepFreeze management software \$1,580.16
- Headphone adapters \$407.76 (included for informational purposes only)

STAFF RECOMMENDATION

Review the purchase of new public access computers and related software. Approve the purchase of Dell computers and monitors from Everyday Technology, Windows Enterprise and Microsoft Office from TechSoup (Microsoft's non-profit partner) and DeepFreeze from Faronics.

RECOMMENDED MOTION(S):

MOTION: Approve the purchase of Dell computers and monitors from Everyday Technology in the amount of \$29,543.76, Windows Enterprise and Microsoft Office from TechSoup in the amount of \$4,292.16 and DeepFreeze from Faronics in the amount of \$1,580.16.

ATTACHMENT(S):

20220801_EverydayTechnology_Dell7090Ultra_U2421EMonitors.pdf

20220802_Faronics_DeepFreezeEnterprise

20220805_TechSoup_WindowsAndOfficeLicense.pdf



OVERVIEW

The City of Columbia Heights Public Library offers 22 Public Access Computers (PACs), 2 Catalog Workstations and 1 Reservation Workstation that are available free of charge at the Library for the general public. These computers allow access to the world wide web, Library resources and Microsoft Office applications. In an economically disadvantaged community where 19% of our residents do not have a broadband internet subscription, it is important that we maintain free access to these resources. Especially as we become more dependent on technology each day.

COST

Our current PAC design utilizes thin clients located at workstations within the Library. These thin clients connect to virtual computers located on servers at the Library and Public Safety building. This design requires a high level of knowledge and replacement costs are nearly twice as much considering the servers required. The library board has previous approved a budget of \$30,000.00 for replacement of the *thin clients only*, not the servers. Our current proposal exceeds that budget but the proposed design eliminates the server components saving the Library ~\$30,000 in the next two years. The new design also eliminates the need for the reservation workstation.

			Quantity		Unit Cost	Total
Desktop	Dell	7090 Ultra i7	24	\$	825.00	\$ 19,800.00
Monitor	Dell	24" USB-C	24	\$	395.00	\$ 9,480.00
Headphone Adapter	Amazon	USB to 3.5	24	\$	16.99	\$ 407.76
Hardware Total						\$ 29,687.76
Windows Enterprise Upgrade			24	\$	77.00	\$ 1,848.00
Office 2021			24	\$	36.00	\$ 864.00
DeepFreeze			12	\$	46.20	\$ 554.40
DeepFreeze Upgrade			12	\$	27.72	\$ 332.64
DeepFreeze 3yr Maintenance			24	\$	28.88	\$ 693.12
Software Total						\$ 4,292.16
Total						\$ 33,979.92
Budgeted						\$ 30,000.00
Differential						\$ (3,979.92)

As you can see, this proposal exceeds the budget for thin client replacement by \$3,979.00 but will save the Library approximately \$30,000 in the next two years by eliminating the need to purchase replacement server components. Support will be much simpler and not require high-level technical skills saving on labor costs over time.

TIMELINE

With Council approval August 22nd the hardware can be ordered before the end of August. Current lead time is approximately 30-60 days.

Our Help Desk technician Kennedy will be on leave throughout the month of November. If the hardware arrives in September, she will be able to have it installed late-October. Otherwise, it will be a December deployment. Deployment will be in two phases with half of the public access computers one week, the remaining the following week. This will allow us to ensure the computers are working properly with no interruption to Library services.



Library Technology and Digital Services Survey

Key findings for the Metropolitan Library Service Agency

In spring 2022, the Metropolitan Library Service Agency (MELSA), contracted with Wilder Research to conduct a survey of adults in the 7-county Twin Cities metropolitan area to learn more about their technology and digital service needs and the use of these services at local public libraries. The survey was sent to a representative sample of 20,800 residents from the metropolitan area. A total of 3,230 residents completed the survey for a response rate of 16%. MELSA and eight Twin Cities metropolitan area library systems will use the survey findings to inform their technology and digital services. Survey results are weighted by population demographics, making them statistically representative of the adult population. Below are the key findings from the survey, indicated by a demographic difference of 10 percentage points or more.

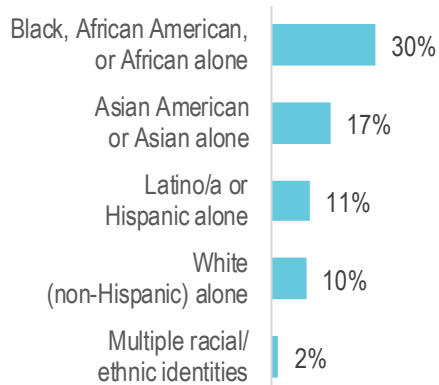
Internet access

12% of respondents overall report slow, unreliable, or no internet access at home.

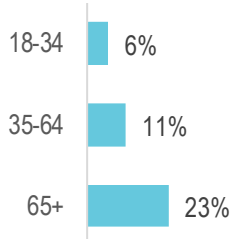
1. Percentage of respondents with slow, unreliable, or no internet access at home

Respondents overall 12%

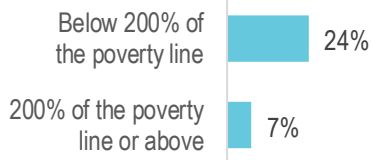
Race/Ethnicity



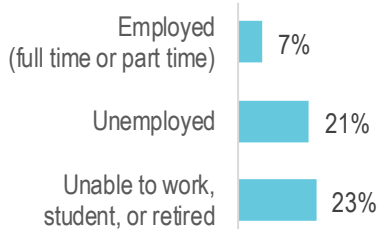
Age



Poverty status



Employment status



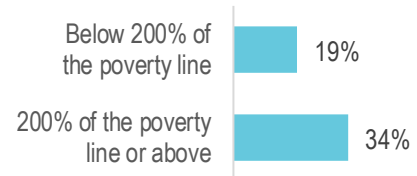
For respondents with slow, unreliable, or no internet access at home, 30% said they use the library to access the internet.

Among individuals who reported inadequate internet at home, respondents of color and respondents with children in the household were more likely to access internet at the library compared with White (non-Hispanic) respondents and respondents without children in the household. Respondents living at or above 200% of the Federal Poverty Line were more likely to use the library compared with lower income respondents, perhaps because they have access to transportation for easier access.

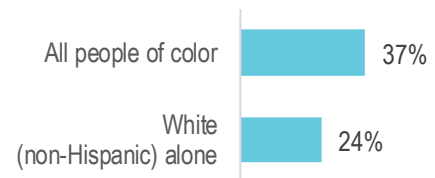
2. Respondents most likely to access internet at the library

Respondents overall 30%

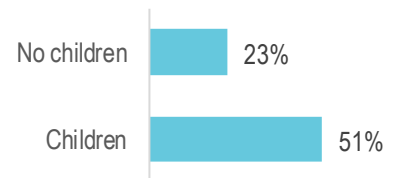
Poverty status



Race



Household type



Existing services

Survey respondents are overwhelmingly satisfied with existing digital and technology services at the library.

Over 95% of respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

From a list of possible services at the library, respondents said they would be most interested in accessing charging ports (41%), scanners (36%), Wi-Fi hotspots (33%), and fax machines (32%).

Online activities

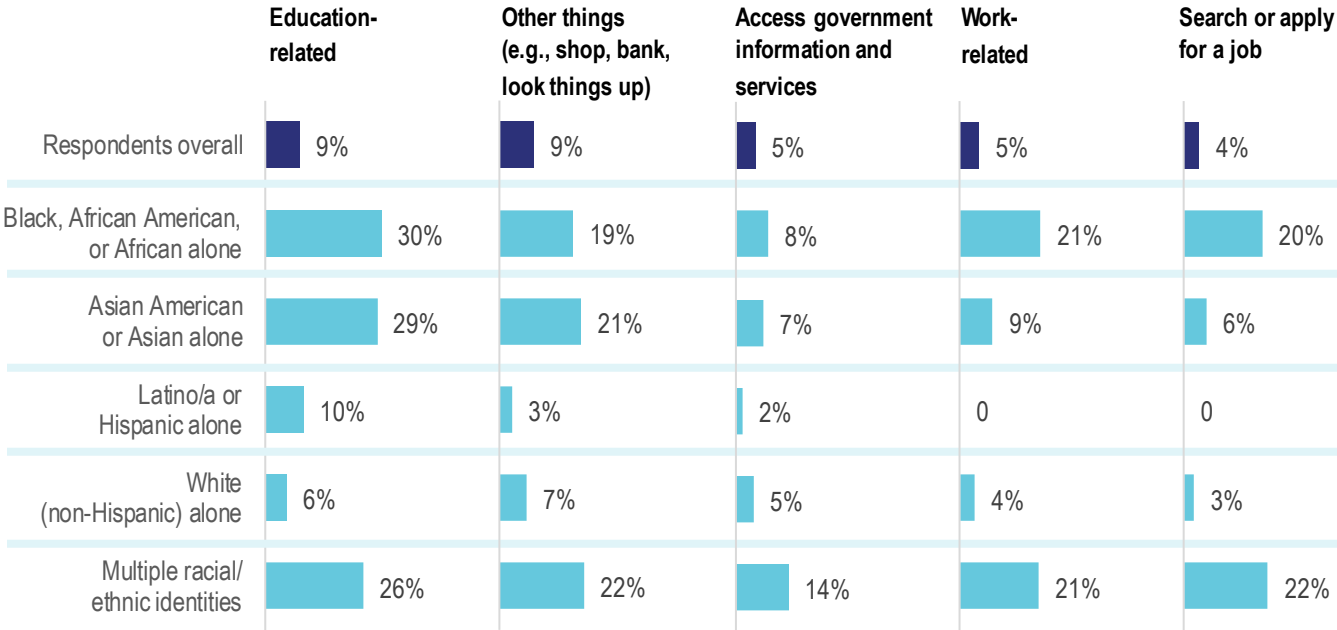
Respondents reported using the library for a variety of online activities.

From a list of seven possible online activities, the most common activities at the library in the past 12 months among respondents overall were education-related tasks (e.g., doing homework, taking a class; 9%) or other things (e.g., shopping, banking, finding health information, looking things up, entertainment, connecting with friends and family; 9%).

A higher proportion of Black or African American and multi-racial respondents indicated that they participate in several common online activities at the library compared with respondents overall.



3. Common online activities at the library in the past 12 months by race/ethnicity



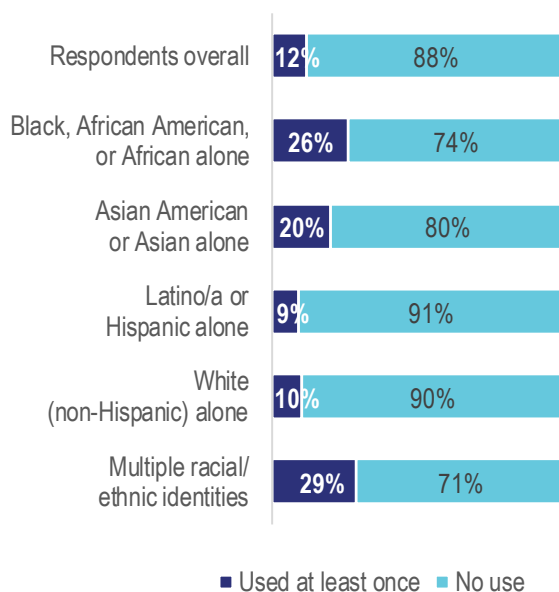
Remote work and distance learning

12% of respondents reported using the library for remote work or distance learning in the past six months.

Of those who used the library for remote work or distance learning in the past six months, 3% said they used the library for that purpose at least once a week.

Over one-quarter of Black or African American respondents and multi-racial respondents indicated using the library for this purpose, a higher proportion than respondents overall.

4. Use of library for remote work or distance learning in the past 6 months by race/ethnicity



When asked what they found most helpful to support remote work or distance learning, respondents most frequently mentioned:

- 21%** Free or low-cost printing, faxing, and scanning
- 18%** Private work space
- 17%** High-speed internet connection

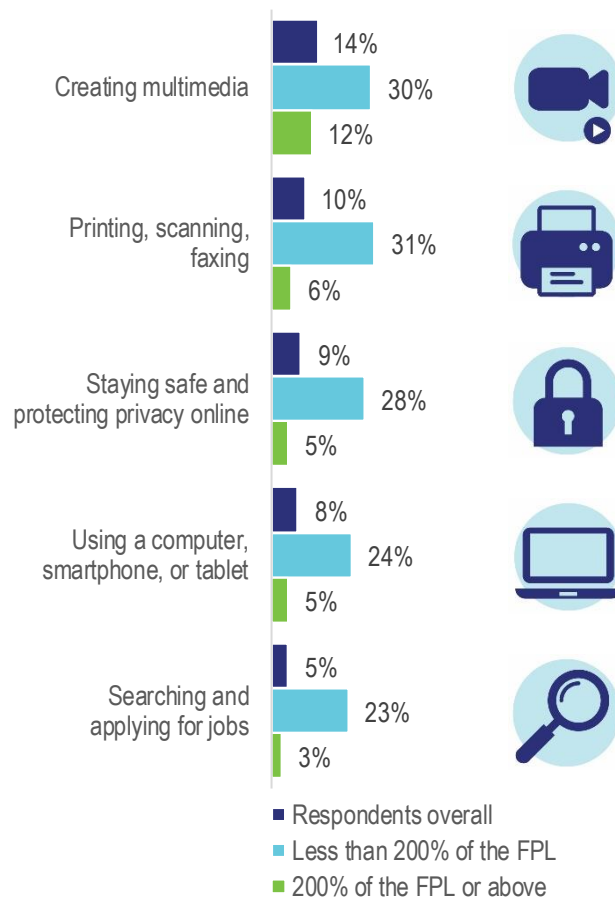
Support

The largest proportion of respondents overall want help with:

- 14%** Creating multimedia
- 10%** Printing, scanning, or faxing
- 10%** Downloading eBooks, eAudiobooks, eMagazines, or music

Respondents living below 200% of the Federal Poverty Line were more likely to report a need for help with a variety of computer skills or activities compared to respondents with higher incomes.

5. Desired support for computer skills or activities by poverty status



This survey was funded by the American Rescue Plan Act, through a grant administered by State Library Services. For more information about the survey, contact Mona Scott at mona@melsa.org.

Focus Groups with Low-Income Residents

Technology & Digital Services Needs

In June and July 2022, Wilder Research conducted three focus groups in Anoka, Dakota, and Hennepin counties with low-income residents about their experience with and interest in technology and digital services at the library. The research was funded by Metropolitan Library Service Agency (MELSA), and will be used by its eight member library systems to improve technology and digital services provided by the library. While the intent was to conduct eight focus groups across the metropolitan region, we were unable to recruit participants for the other five groups. Feedback from focus groups does not represent the technology needs of other residents. Participants were asked to complete a brief demographic survey following the focus group; a description of participants is provided with the summary of each groups' themes.

Key findings

Common themes across the three groups include:

- **Participants most need of reliable, stable, and fast internet for the many activities they conduct online.** Many have internet access at home or access the internet via their smartphones. The library is a key resource for many others, who either do not have internet access at home, want to work on a bigger screen, or appreciate the high-speed internet that is available at the library. Some participants said they use library computers because they perceive them to be more secure than working at home or via their smartphones.
- **Participants want physical spaces to use technology at the library.** More computers or dedicated computer labs may be warranted to increase services, especially in areas with a higher proportion of low-income residents. Participants noted that computers are often being used at capacity, so that having more computers available would be helpful. Others noted that dedicated computer labs staffed with IT experts would be helpful so they have someone on hand to address technology questions immediately. Parents also expressed a desire for enclosed workspaces where they can work on computers with their children present without disrupting others, and others seek spaces to conduct work and fill out forms privately.
- **Participants appreciate and want technology training and support from the library.** Some participants expressed interest in training and tips for protecting their data and data privacy and security. Others are interested in more in-depth, niche training around audio visual creation. There was a smaller group of focus group participants that expressed interest in more technical training around music and videos, including editing.
- **The library has a vast amount of technology and digital services that many participants were not aware of, including hot spots, tablets, and staff support.** Not all participants were aware of existing resources, so some increased promotion of existing resources would help ensure patrons are aware of what's available.

Anoka County virtual focus group

Participants were recruited in partnership with the Anoka County Community Action Partnership (CAP). Eight Anoka County residents and one Anoka County CAP staff member attended a virtual session. Eight attendees were women identifying as African American or White, and one identified as a Black man. Participants reported annual incomes between \$30,000 and \$100,000 supporting households of three to six people. These attendees primarily use the Anoka, Coon Rapids, Northtown, and Rum River libraries.

General technology use. Those in attendance primarily access the internet from work, home, or from their phone. While some use the library, others have not been to the library since the start of the pandemic. They also reported doing “everything” online, including banking, appointments, and shopping. As one person noted, “You can do anything online,” even buy a car. Participants in this focus group largely agreed they most need stable internet access, primarily for doing school work, and were interested in the library’s hotspot lending so they could access the internet from anywhere (e.g., car, park). One parent, though, needs help monitoring their kids’ devices.

Making sure we have stable internet at all times – my kids do school work from home so having that stable internet is really important.

Library technology use. Participants primarily reported using the library printers. A few mentioned using the computers at the library for their children to research and draft written assignments or borrowing tablets to use the learning apps. The main barriers participants reported to accessing library technology were not having their library card with them or getting timed out of the computers. In these cases, participants acknowledged that library staff does support patrons in using the available technology. A few people felt there are not enough computers or tablets.

There are times where I have gone to do homework or research [and] they give you an hour to use it. You can always renew the time but it’s a little short, especially when you are focused in what you are doing. It needs to be extended longer than the initial time they give you.

Additional needs. Participants gave a variety of responses to how the library can improve technology and digital services, including having a separate parents’ area where children can play while they use the internet, providing internet safety workshops or resources and more information about existing resources (e.g., quiet workspaces and hotspots), and offering extended library hours.

A lot of people don’t know about library resources – they should send more flyers out to parents with the kids so they will know what the library can provide for families and the community.

Dakota County in-person focus group

Dakota County library staff recruited individuals from within the library. Ten Dakota County residents attended a virtual session at the Wentworth Library in West Saint Paul. Nine attendees were racially diverse women and one identified as a White man. All participants speak English at home. They reported annual household incomes of less than \$50,000, supporting households of one to three people. These participants reported using the Wentworth, South Saint Paul, Inver Glen, West Saint Paul, Eagan, and Inver Grove Heights libraries.

General technology use. Those in attendance primarily access the internet from their smartphones or at the library, though a few reported having computers and Internet access at home. Comfort with technology varied greatly, with some participants saying they are “100% comfortable doing just about anything” to others saying they “don’t know how to do none of that stuff.”

I typically use my phone. I have a smart phone, but if I’m doing a lot of files, I’ll come [to the library] and jump on library Wi-Fi. I have 5G but it’s slow for files. I’ll also come here to update my phone because [the update file is] large.

Library technology use. Participants reported coming to the library in order to access the high speed internet that is available. They also use library scanners, printers, and copiers. A few people noted the library staff’s welcoming and friendly attitudes, and that encourages them to use the library over other resources. A parent reported the online library resources are great for their children. The occasional technology issue or all the computers being in use prevents patrons from accessing library technology resources.

The one thing I wanted to come here to make sure [to share that] I like about the library that is a really excellent feature is that you feel welcome.

We utilize the online [resources] being able to check out books and audio books without having to set foot in the library. I mean I love coming here, but this season of my life I’m very, very busy and so that’s a wonderful thing.

Additional needs. Participants expressed that they may not know about all the resources available, so some additional communication would be helpful. Others would like more training or resources on protecting your virtual data, or “how to” manuals for using computers, email, [Microsoft] Word and Excel software, and cell phones for older adults. A few expressed interest in multi-media creation and editing, including movies and music. A few felt easier access into the building for people with canes or wheelchairs are needed. Another person mentioned the desire for more cubicles or semi-private spaces to conduct online activities (e.g., filling out government forms with personal information).

They need to do more PR work to inform the residents of what they can take advantage of at the library. What we have here is a failure to communicate.

Minneapolis in-person focus group

Ten Minneapolis residents attended a focus group at the Central Library. Hennepin County's broadband and digital inclusion office recruited participants. Eight attendees were men identifying as African American, White or American Indian, and two identified as White women. Five participants were very low income (less than \$10,000 per year); three reported annual incomes of up to \$65,000, supporting households of one or two people. Nine of the participants primarily use the Minneapolis Central Library and one person reported using the Lowry Library.

General technology use. Focus group participants reported having internet at home and accessing the internet from their phones or laptops. In addition to their personal devices, about half reported using the library to access the internet. Participants access the internet for a variety of reasons: school work and learning new skills, downloading music, online banking, job searching, day trading and stock research, searching for housing, watching videos, and social media. A few people also noted that, especially during the pandemic, they have been able to attend recovery or anger management classes online. While many felt comfortable doing a variety of activities online, a few people expressed security concerns, especially around online banking. Residents noted a need for training on both basic internet use and specialized computer workshops (e.g., budgeting or music production).

I've been in a lot of Zoom meetings myself in the field I work in. I've seen relapses triple during this pandemic. If Zoom hadn't been around, I think it would have quadrupled. It was a life saver for people to participate in recovery meetings online. Literally a lifesaver in many cases.

Library technology use. Some participants reported using the libraries for printing and faxes, while others noted that access to computers was critical when they were unhoused. A few had checked out laptops. Many said that the content restrictions was a barrier to using library computers. Others noted the lack of kid-oriented spaces prevented them or their families from accessing the library technology more.

I was homeless and I used the internet here a lot and I was able to get some resumes printed out and get connected with some jobs. Having those resources and not having any money was a life saver and it helped me get back on my feet and get some traction.

Additional needs. Participants suggested a media floor or technology lab where patrons can come to get training on technology, such as basic internet use or specialized skills like music production. Some noted a lack of computers, so more computers or computers dedicated for specific tasks (e.g., job searching/work-related tasks, entertainment) would be appreciated. Parents also noted wanting a dedicated space to work on computers with toys available for their children to stay occupied. Private spaces where people could participate in telehealth sessions would be appreciated by some.

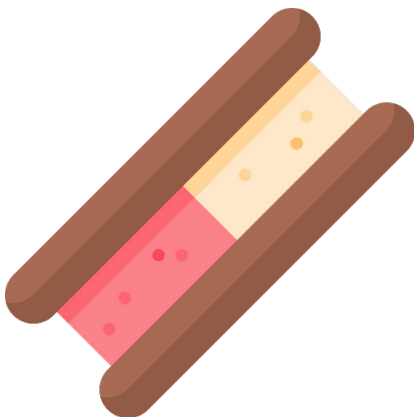


2022 City of Columbia Heights Boards and Commissions *Ice Cream Social*

Meet City staff and your fellow board and commission members!
Family members are encouraged to attend!

Sept 29 | 5-6 pm
Fire Department Fire Bays
(825 41st Ave NE)

Register by Sept 23
<https://www.surveymonkey.com/r/TN7JH96>
Contact Will Rottler with any questions
763-706-3614



Columbia Heights Public Library Library Board Report - July 2022

BUILDING and EQUIPMENT

- HEPA filters purchased for the HVAC system are incorrect size so Facilities will contract a sheet metal fabricator to construct external brackets to use them.
- Tech Logic performed annual cleaning and maintenance of the automated book return.
- Five upholstered footstools in the children’s area were slashed, and stuffing removed.
- Various incidents of vandalism occurred: graffiti on fence; men’s room door keyed; men’s paper towel dispenser damaged; baby changing stations in both restrooms damaged; thermostat torn from wall in men’s room.

COLLECTION

- Book displays featured “What’s in Season/farmer’s market, hot summer reads, and new books.
- Adult and juvenile print books and adult DVDs were ordered.
- Weeding continued in adult fiction.
- Glass display case featured work by youth completed in Summer Reading programs.

FACILITY USE	2022	2021
Visitors	6,671	5,244
Study & Meeting Room Use	172	1

PUBLIC COMPUTER USE	2022	2021
Users	911	789
Sessions	1,421	1,139
Minutes	48,655	41,411

PROGRAMS, VIRTUAL EVENTS, SELF DIRECTED ACTIVITIES	DATE	INTENDED AUDIENCE	ATTENDANCE
Daycare Storytime	7/1	Children (0-5)	17
Clay Creatures II	7/6	Children (6-11)	19
English Language Conversation Circle	7/7	Adult	4
Charcoal en Plein Air	7/8	Adult	8
Family Storytime	7/11	Children (0-5)	35
English Language Conversation Circle	7/11	Adult	9
Youth Services Librarian at North Park classes (6)	7/12	(Children (6-11)	300
Android Smart Phone Workshop	7/12	Adult	10
Story Stroll	7/12	Self-Directed	50
Gyotaku Fish Prints	7/13	Children (6-11)	17
Go Big with Coil Building	7/13	Young Adult (12-18)	5
English Language Conversation Circle	7/14	Adult	0
Screen Printing	7/14	Young Adult (12-18)	11
Wine and Words (offsite)	7/15	Adult	7
Poems in the Park	7/15	Self-directed	10
Steampunk Bugs	7/16	Children (6-11)	16
Family Storytime	7/18	Children (0-5)	22
Blooming Heights Garden Tour (offsite)	7/18	Adult	4
English Language Conversation Circle	7/18	Adult	5
Exploring Map Art	7/18	Adult	12
Science in the Summer with the Bakken	7/19	Children (6-11)	17
Book Club: <i>Code Girls</i>	7/20	Adult	6
Ink Painting with Bamboo Brushes	7/20	Children (6-11)	23

English Language Conversation Circle	7/21	Adult	6
Screen Printing	7/21	Young Adult (12-18)	9
Storytime @ Sullivan Park (offsite)	7/22	Children (0-5)	18
Family Storytime	7/25	Children (0-5)	31
English Language Conversation Circle	7/25	Adult	7
Acrylic Painting	7/27	Children (6-11)	20
English Language Conversation Circle	7/28	Adult	4
Screen Printing	7/28	Young Adult (12-18)	10
TOTAL =37			779

STAFF

- Eliza Pope, Youth Services Librarian,
 - Supervised six teen volunteers who assisted with youth programming, prepared materials for story time and Story Strolls, cleaned toys, shelved holds, served lunches, phoned prize winners and designed a mermaid for the inside book return.
 - Oversaw multiple indoor scavenger hunts with assistance from teen volunteers.
 - Negotiated additional lunches from CHPS after running out for two weeks.
 - Coordinated distribution of Summer Reading prizes including Bunker Beach, Twins baseball, and State Fair tickets.
- Cortni O’Brien, Adult Services Librarian,
 - Delivered materials to five “At-Home” patrons.
 - Met with Winnie Coyne and Renee to plan how the Minnesota Digital Library will scan and catalog a selection of World War II letters from active-duty servicemen/women to *Columbia Heights Record* owner Robert Tema.
- Renee Dougherty, Library Director,
 - With Nick Olberding and Anoka County Library branch managers, was trained by the Sheriff’s office to respond to an active shooter incident.
 - Presented the proposed 2023 library budget to the city manager and finance director and incorporated their recommended changes.
 - Met with Eliza Pope for her six-month performance evaluation.
 - Contracted with “Every Meal” to receive free food bags to distribute in August

VOLUNTEERS	Total	Hours
Adult	5	16
Teen	6	40.5

