



**Work Session Meeting Agenda
2 Park Drive South, Great Falls, MT
Gibson Room, Civic Center
February 04, 2020
5:30 PM**

CALL TO ORDER

PUBLIC COMMENT

(Public comment on agenda items and on any other matter that is within the jurisdiction of the City Commission. Please speak into the microphone, state your name and address for the record, and keep your remarks to a maximum of five (5) minutes.)

WORK SESSION ITEMS

1. Library Strategic Plan - Susie McIntyre.
2. Civic Center Facade Project Update - Craig Raymond, Melissa Kinzler and Tony Houtz.

DISCUSSION POTENTIAL UPCOMING WORK SESSION TOPICS

ADJOURNMENT

City Commission Work Sessions are televised on cable channel 190 and streamed live at <https://greatfallsmt.net>. Work Session meetings are re-aired on cable channel 190 the following Thursday morning at 10 a.m. and the following Tuesday evening at 5:30 p.m.

Wi-Fi is available during the meetings for viewing of the online meeting documents.

UPCOMING MEETING SCHEDULE

Work Session - Tuesday February 18, 2020 5:30 p.m.

Commission Meeting - Tuesday February 18, 2020 7:00 p.m.



GREAT FALLS PUBLIC LIBRARY

STRATEGIC PLAN

2019-2022



GREAT FALLS PUBLIC LIBRARY

Our Vision:

Explore, Discover, Connect. See you @ the Library!

Our Mission:

The Great Falls Public Library serves as a connection point; we empower the community and enhance the quality of life by providing individuals access to information and social, cultural, and recreational resources.

Our Guiding Principles



RESPECT: The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.



OPEN ACCESS: The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.

Our Guiding Principles



CUSTOMER FOCUS: You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.



GROWTH AND INNOVATION: Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.

Our Guiding Principles



EXCELLENT STEWARDSHIP: The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

GOALS & STRATEGIES

GOAL #1: SAFE, WELCOMING SPACE

Make infrastructure and security upgrades to ensure that the Great Falls Public Library provides a community space that is safe and welcoming to all.

STRATEGIES

1. Assess the infrastructure needs of the building.
2. Secure funding to accomplish the infrastructure projects.
3. Complete the needed projects in priority order (timeline may extend past 2022).
4. Install security cameras.
5. Install LED lighting outside.
6. Explore implementation of ideas to make patrons feel safer at the Library (establishing a volunteer greeter program, more staff presence outside...).
7. Ensure that all staff are trained and empowered to deal with a range of patron behavior issues.
8. Strengthen the Library's relationship with the Great Falls First Responders.
9. Play a leadership role in developing a coordinated community response to safety concerns in the downtown area.

GOALS & STRATEGIES

GOAL #2: EXCELLENT CUSTOMER EXPERIENCE

Invest in staff, technology and partnerships so that every Library patron has an excellent Library experience when interacting with the Library online or in person.

STRATEGIES

1. Examine staff workloads and determine the optimum staffing levels.
2. Create updated staff procedure manuals with a focus on efficiency and consistency.
3. Develop and implement a staff training program.
4. Make efforts to reduce known barriers to Library use.
 - Pursue donor sponsorship to become a fine-free Library.
 - Explore providing a limited number of free parking spaces
 - Hold the second annual Fine Free Fun run prior to Summer Reading
5. Continue to develop our Collection using best practices and patron use data.
6. Join the Montana Shared Catalog
7. Join the Montana Library Partners.
8. Upgrade the Library inventory control system to use Radio Frequency Identification tags.
9. Develop policies and procedures to enable the Library to accept credit card payments.
10. Play a leadership role in developing funding for MontanaLibrary2Go so that it has sufficient materials to meet the needs of our patrons.
11. Provide wireless printing for the Public.

GOALS & STRATEGIES

GOAL #3: COMMUNITY ENGAGEMENT (PROGRAMMING)

Provide a variety of innovative programming to engage the whole Community.

STRATEGIES

1. Implement the Ready2Read Reachout program.
2. Implement Teen audio/video programming.
3. Develop partnerships with community groups to provide relevant programming. (Programming on racism with the YWCA, Programming on the military with MAFB, News programming at the Enbar ...)
4. Engage with community leaders to provide programming that addresses community issues. (Similar to the showing of “The Public”.)
5. Remodel the basement public meeting spaces.
6. Secure funding to purchase a new Bookmobile (including ability to provide a wireless hotspot).
7. Develop partnerships to maximize use of the Bookmobile.

GOALS & STRATEGIES

GOAL #4: COMMUNITY ENGAGEMENT (MARKETING)

Connect more of the Cascade County community with Library resources and services.

STRATEGIES

1. Develop a marketing plan to inform our community about Library services and events.
2. Develop a Social Media Ambassadors program to extend our Social Media reach.
3. Install a reader board in the front of the Library.
4. Attend community events that allow us to engage with non-users.
5. Develop relationships with community leaders to enhance their understanding of the role of the Library in a healthy community.



GREAT FALLS PUBLIC LIBRARY

LIBRARY BOARD OF TRUSTEES

Mitch Tropila, Chair

Whitney Olson, Vice-Chair

Anne Bulger

Sam Deforest

Susan McCord

EX-OFFICIO MEMBERS

Jane Weber, Cascade County Commission

Owen Robinson, Great Falls City Commission

LIBRARY DIRECTOR

Susie McIntyre

GREAT FALLS PUBLIC LIBRARY

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GREAT FALLS PUBLIC LIBRARY

2020 Library Fact Sheet

Eliminating Late Fines at the Great Falls Public Library

Our Goal: Improving Access to Your Library

To ensure all Cascade County residents—regardless of age, background or socioeconomic status—have equitable access to the Library's collections, programs and services.

Why we are proposing this:

Late fines act as a financial barrier to library access for many in our community. We believe communities are stronger and healthier when everyone has access to the materials they need to pursue life, career and family goals. Research shows that eliminating the practice of charging late fines on overdue materials has no significant impact on return rates.

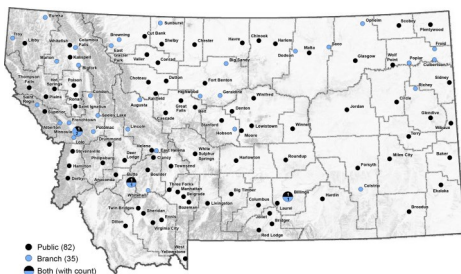
What this would mean for you:

You would no longer receive daily late fines on overdue items, but you would still be responsible for the timely return of your items and payment for the replacement of unreturned, lost or damaged items. It could also mean loss of library privileges until the item is returned or the fees is paid.

Definitions:

- **Late Fines:** Amount charged per item, per day for materials not returned by the due date—currently \$0.10 per item per day for most materials.
- **Billed Item Fees:** Charges applied for lost, damaged or unreturned Library materials. Billed item fees will remain in place.
- **Blocked Account:** A patron account that has accrued \$5.00 or more in late fines and/or fees and is blocked from checking out or renewing items (print or digital). Accounts are also blocked when items are overdue and have not been renewed or returned.

Montana Libraries that have eliminated late fines:



- | | | |
|---------------------------------|---|---|
| Blaine County Library | Harlem Public Library | Power Public School Library |
| Boulder Community Library | Judith Basin County Free Library | Prairie County Library |
| Bozeman Public Library | Joliet Public Library | Sheridan County Library |
| Bridger Public Library | Laurel Public Library | Red Lodge Carnegie Library |
| Henry A Malley Memorial Library | Lewis and Clark Library | Roundup School-Community Library |
| Choteau County Library | Liberty County Library | Sheridan Public Library |
| Darby Community Public Library | Livingston-Park County Public Library | Stillwater County Library |
| Dillon Public Library | Madison Valley Public Library | Thompson-Hickman Madison County Library |
| Ekalaka Public Library | George Mccone Memorial County Library | Twin Bridges Public Library |
| Fallon County Library | Meagher County/City Library | Valier Public Library |
| Imagineif Kalispell | Mineral County Public Library | Whitehall Community Library |
| Garfield County Free Library | Petroleum County School-Community Library | Whitehall K-12 School Library |
| Havre-Hill County Library | Philipsburg Public Library | Wibaux Public Library |
| Glendive Public Library | | West Yellowstone Public Library |



2020 Library Fact Sheet

Eliminating Late Fines at the Great Falls Public Library

QUESTIONS AND ANSWERS:

How will eliminating late fines impact the Great Falls Public Library Budget?

Great Falls Public Library will lose about \$10,000 in revenue (0.07% of our budget) by eliminating late fines. The Library Board has made a commitment to fund raise to cover this lost revenue. Other Libraries have found that eliminating late fines also reduces expenses. There are many costs associated with collecting all those dimes and quarters; Postage to send overdue notices, collection agency costs, and especially staff time all add up.

What would stop someone from keeping books forever if there are no late fines?

Patrons would still have their borrowing privileges suspended for unreturned items and they would be charged a replacement fee.

Will the Library clear late fines currently owed?

The Library and the City Fiscal Department are looking at existing late fines. There are no plans to clear currently owed late fines. We do have plans to hold another Fine Free Fun run this Spring. We want all of our community youth to be able to use the Library and participate in Summer reading.. Last year, donations from the Friends of the Great Falls Public Library, participants and others at the event totaled \$3,211, paying off library fines for all children up to six years old and most of the children up to age eleven.

What has been the experience of other libraries that have eliminated late fines?

- National research shows that late fines disproportionately impact low-income groups. Eliminating late fines can increase access. Libraries that have eliminated late fines report increases in circulation.
- Eliminating late fines does not affect how fast people bring back books. Libraries that have eliminated late fines have not experienced increases in late returns. In fact, one library saw its late return rate drop from 9 percent to 4 percent following late fine elimination.
- Return rates do NOT go down after libraries eliminate late fees. In fact, many libraries report that FEWER items are unreturned (lost to the collection.)
- After eliminating late fines, libraries report improvements in patron relationships and increased efficiency of staff time.