

Billings Public Library
Board Retreat at Montana State University-Billings
September 12, 2019
7:30 am – 11:30 am

MINUTES

Present: Chair Roger Young, Stella Fong, David Darby, Cheryle Fisher, Lloyd Mickelson, Jennifer Quinn, Peggy McSwen; Gavin Woltjer, Library Director; Kathy Robins, Systems Coordinator. Guests: Clare Young, Friends of the Library; Sharon Vogel, Friends of the Library; P.J. Smith, Yellowstone Genealogy Forum; Irene Yellowstone Genealogy Forum; Leslie Modrow, Billings Public Library Foundation; Danell Jones, Billings Public Library Foundation.

Public Comment

None

Chair's comments

None

Consent Agenda

None

Agenda

Karen Grosz, Canvas Creek Team Building, acted as facilitator.

Attendees reported what they were currently reading as an ice-breaker.

Attendees participated in showcasing what they described as important in the In Your Hands activity.

Grosz facilitated a Shape Personality discussion.

The attendees developed three goals for the Billings Public Library:

These goals bubbled to the surface after mining the group for opinions, passions and insights. They are the result of collective communications and group consensus. Each of these goals has the potential to further unite and involve the volunteer organizations that support the library.

1. Chief Information Officer – the group sees this person's role is to develop and deliver the library stories and information. Responsible for building community relationships, and driving engagement, this role is paramount to fulfilling long term goals of the organizations. Led by Cheryl, this goal has three identified action steps:
 - a. Budget/Advocate for this role
 - b. Work with City Administrators to fund role
 - c. Design positioning and explore partner possibilities

2. Branch Research – serving residents who are outside of the 12-minute bubble, this growth goal will begin by placing book drops in the Heights and West End to gather usage data then move into Book Vending Machines or actual branches of the library. Considered the quickest win, this goal is led by Gavin Woltjer and will include these steps:

- a. Location selection
- b. Underwriting
- c. Logistic plotting
- d. Library App

3. STEM Development - popular with teens, this program has the potential to both expand inside the library and become a mobile service. This program also offers the opportunity to partner with business entities. Led by Stella Fong, this is a growth minded goal that includes these components:

- a. Program Development
- b. Space usage/Evidence of need
- c. Opening the door
- d. Staff expansion
- e. Expansion to a mobile lab and popup events

Each of these goals represents the desires of the group to expand and embrace bringing hope to the community and continuing to serve a wide range of residents.

Grosz noted that it is her opinion that “moving quickly and seeing results will further unite the four organizations and that death by committee or inaction is not what this group desires. Highly engaged and passionate, the participants asked for ‘marching orders’ and these goals are ripe for collaboration and a forward march. Move forward, do not stand still.”

Adjourned at 11:30 a.m.