MSR

Architecture
Interiors and
Urban Design

RAMSEY COUNTY Library

Ramsey County Library
Master Plan

Final Report   May 2019

Acknowledgements

contents

Branch Addresses

RCL-Maplewood

    3025 Southlawn Drive

    Maplewood, MN 55109

RCL-Mounds View

    2576 Mounds View Boulevard

    Mounds View, MN 55112

RCL-New Brighton

    400 10th St NW

    New Brighton, MN 55112

RCL-North St. Paul

    2300 North St. Paul Drive

    North St. Paul, MN 55109

RCL-Roseville

    2180 North Hamline Ave

    Roseville, MN 55113

RCL-Shoreview

    4560 North Victoria Street

    Shoreview, MN 55126

RCL-White Bear Lake

    2150 2nd Street

    White Bear Lake , MN 55110

Introduction

Introduction

Executive Summary

Ramsey County Library (RCL), one of eight metro public library systems within the greater Minneapolis-Saint Paul Twin Cities area that is a member of the alliance of MELSA (Metropolitan Library Service Agency), is a consistently high-performing, high-impact public library system serving the suburban residents of Ramsey County. Across its seven locations, Ramsey County Library has a higher circulation per capita than other national systems with comparable expenditures (Library Journal America's All Star Libraries 2017), has a higher number of registered users and visitors than other national systems with similar service populations (IMLS Library Systems FY 2015 Public Libraries Survey), and the highest program attendance per capita and circulation per square foot of any system within MELSA, (MELSA and Library Journal).

Vibrant, healthy public library systems make continual renewal a priority, investing in strategic planning to guide investment in facilities, operations, and resources; these systems then hold themselves accountable by following through on implementation of recommendations. In June of 2008, Ramsey County Library invested in a Facilities Master Plan to guide the next ten years of investment, from 2008 to 2018. Implementation of those recommendations led to new and renewed facilities, targeted collections expansion, and continued changes to operations that have facilitated continued health and use of Ramsey County Library over the past ten plus years including:

- Renovation and expansion of RCL-Roseville in 2010.
- Renovation and expansion of RCL-White Bear Lake in 2015.
- RCL-New Brighton branch was co-located within the newly-constructed New Brighton Community Center in 2011.
- A newly-constructed RCL-Shoreview was completed in 2017.

Other RCL facilities in existence at the time of the last master plan are:

- RCL-Mounds View: the oldest facility in the system, constructed in 1990 without any significant renovations thereafter. It is in need of investment to provide a vibrant, engaging library experience for all ages.
- RCL-North Saint Paul: relocated in 2005 into available built-out space within what was then the North Saint Paul Community Center, though that portion of the building is now leased by a private tenant, which has greatly decreased the volume of visitors to the building.
- RCL-Maplewood: constructed in 2007; while the overall building envelope is in fairly good condition, since its opening there have been significant acoustic and operations issues that require remediation, which led to a pre-design study of potential solutions, completed in 2018 and referenced in this report.

RCL-Maplewood   *RCL-Mounds View*   *RCL-New Brighton*   *RCL-North St. Paul*   *RCL-Roseville*   *RCL-Shoreview*   *RCL-White Bear Lake*

In 2018, Ramsey County Library committed to continuity of strategic planning, issuing a Request for Qualifications for Library System Master Planning services, intended to "provide a framework for decision-making over the next six years (2019-2025)" (Ramsey County RFQ 05/16/18). This process, of which this report is the culmination, is intended to be a holistic plan inclusive of visioning, detailed facilities assessment, comprehensive collections and furnishings evaluations, thoughtful reflection on technology and access, and inclusive of community outreach.

During this master plan process, the design team recommended that a slightly longer view be taken: that to propose full phasing, funding, and implementation of recommendations within a six year window might not be feasible or in the best interests of the system; as such, this report proposes recommendations and implementation within both a six year and a more standard ten year timeline. This adjustment allows for a proposed phasing of projects that include a mix of shorter-term, concentrated effort, lower financial-impact set of projects, and those that require more time, more planning and resources, and may require more extensive capital planning.

This 2019-2025+ Facilities Master Plan provides a framework for continued management and planning

around the existing seven branches: Mounds View, New Brighton, Shoreview, White Bear Lake, Maplewood, North Saint Paul, and Roseville, as well as recommendations for how Ramsey County Library can best serve and connect with residents across the breadth of the county, within and outside of library walls. Each of the existing facilities have different issues, challenges, and opportunities: those that have been renewed or constructed most recently do not have the same critical space and infrastructure needs as those in greatest need of renovation and reconfiguration; for some branches, growth and change in community demographics are driving new and expanded needs for tailored collections and services.

In addition to a library-focused process these recommendations reflect review of strategic and comprehensive plans by affiliated organizations, which provide reference points for expectations about the contributions and value of Ramsey County Library, goals and aspirations for civic leadership and service for ever-changing constituent needs, and long-term planning and development goals for each part of Ramsey County. Such plans include:

- The Metropolitan Library Service Agency (MELSA) Strategic Plan 2017-2020
- The Ramsey County 2018 Strategic Plan

Image courtesy of Ramsey County Library

- The Ramsey County 2040 Comprehensive Plan (current draft date 05.25.18 and issued 10.31.18)
- Comprehensive Plans from Ramsey County cities: Mounds View, New Brighton, Shoreview, White Bear Lake, Maplewood, North Saint Paul, and Roseville.
- The Metropolitan Council 'Thrive MSP 2040

Introduction

Plan' an outcome-based orientation to regional policy (Choice, Place and Opportunity).

- The in-process "Accessible Service Delivery and Facilities" initiative by Ramsey County to establish a vision for connecting Ramsey County residents to County services and resources.

Common themes amongst these civic leadership-led plans include:

- Acknowledgement of Ramsey County as the most dense and second-most populated county in the state (Ramsey County 2040 Comprehensive Plan Full Draft 10.31.18).
- A need to meet service needs for all metro residents.
- Community stewardship of places, resources, environment and economy.
- Active nurturing and cultivation of inclusiveness and equity across income levels, cultural backgrounds, race, age, and education level to address continuing disparities.
- Thoughtful approaches to sustainable development, resource use, and planning.

These themes resonate in planning a meaningful future for Ramsey County Library - as an organization, and as individual branches at the heart of community benefits and lifelong impacts.
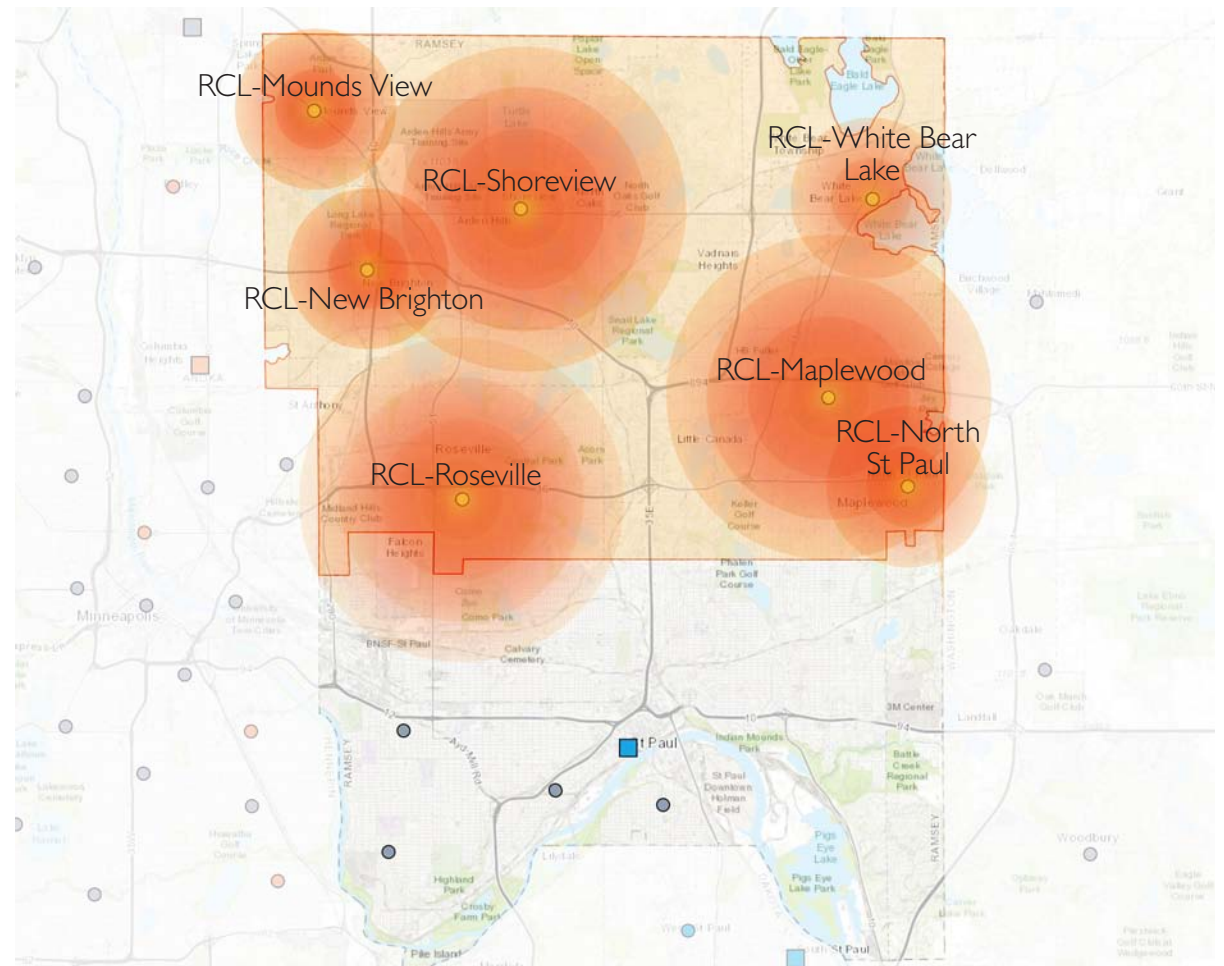
Map shows the service regions for each RCL library (orange): regional libraries (RCL-Maplewood, RCL-Rosveille, and RCL-Shoreview) are shown with a 4-mile service radius, and the other four branch libraries (RCL-Mounds View, RCL-New Brighton, RCL-North St. Paul, and RCL-White Bear Lake) are shown with 2-mile service radii. Suburban Ramsey County limits are indicated by the red boundary line.

Map adapted from IMLS Digital Inclusion Survey

After careful assessment of the buildings, grounds, finishes and furnishings, an examination of county demographics and trends, analysis of library use and collections statistics, review of newly-implemented, proposed, and prospective Ramsey County government initiatives, and a study of state and national library trends, the consultants concluded that in order to meet the current and future needs of Ramsey County residents, Ramsey County Library (RCL) should invest in:

- **Branch-specific facilities renewal:** Ensure a welcoming and inviting environment at each branch while increasing system vitality, use, opportunity and engagement. The breadth and scope of facility renewal recommendations vary by branch given their age, condition, and use needs, starting from those with the most critical needs (RCL-Maplewood), the oldest (RCL-Mounds View), and the most heavily used (RCL-Roseville).

- **Branch-specific furnishings renewal:** Throughout the system, furnishings in both public and staff spaces are due for renewal to varying degrees, to address issues of comfort, durability, ergonomics and use. Priorities are replacement of heavily worn items and the replacement of staff furniture to support current needs.

- **System-wide investment in exterior signage:** Wayfinding to library branches was identified in patron surveys as a key issue. Detailed assessment documented inconsistencies in where signage is located, its appearance (re: identity for Ramsey County Library, and as a Ramsey County organization), and visibility from common approaches. A unified graphics and signage standard for Ramsey County will increase ease of access by current and prospective patrons and visitors.

This report also encourages continuance of existing Ramsey County Library initiatives related to programming, equity, and outreach, in ways that build on detailed feedback received from this process via outreach surveys and listening sessions. This strategy aligns with and support the library's strategic priorities (as outlined in 2019-2021 Strategic Planning):

- Facilitate access by removing barriers

- Foster literacy and lifelong learning

- Maximize learning and exploration through dynamic use of technology, library space and community space.

- Work proactively with partners to support community well-being.

Introduction

Recommendations Matrix *refer to itemized recommendations per branch for detailed information*

Branch	Facility Recommendations	Projected Facility Costs*		Furniture Recommendations	Projected Furniture Costs*	Exterior Signage	Recommended Implementation Timeline	
		Constr. Cost	Project Cost				Furniture/Signage	Facility Renewal
RCL-Maplewood	Execute recommendations of 2018 Pre-Design report to reconfigure and renovate library collections and service areas to address persistent acoustic issues.	$2,043,600 for approx. 20,310 GSF	$3,771,267	Replace 100% of front-of-house furnishings; pieces are heavily worn. Collections shelving to be retained and reuse.	$510,662.	Monument signage to be upgraded to match RCL and RC graphic standards as part of system-wide project.	0-2 years RCL System-wide Furniture Refurbishment & Separate System-wide Signage Projects, typ. for all branches	0-2 years
RCL-Mounds View (Stage I)	RCL to continue focused collections weeding to allow for shelving reconfiguration for more study and reading space. Selective renovation to address ADA non-compliance and to re-design service desk millwork.	$337,500 for approx. 1,500 total GSF of scope	$405,000	Utilize existing furniture for Stage I.	N/A	Monument signage to be upgraded for consistent branding.	0-2 years free-standing signage only	0-2 years
RCL-Roseville (Stage I)	Selective renovation for Digital Services staff area, to create a flexible maker space, upgrade specific worn finishes, and to address specific electrical and lighting issues per MEP report.	$2,250,000 for approx. 10,000 total GSF of scope	$2,700,000	Repair/replace most heavily-worn items, approx. 20% of public furnishings. Replace 100% of digital services furnishings which do not support current workflows and uses; replace approx. 40% of staff furnishings at upper levels to support workflows.	$883,128 Furniture renewal could be phased to coordinate with renovation scope and Stage II	Monument signage to be upgraded for consistent branding.	0-2 years signage and selective furniture	0-2 years
RCL-White Bear Lake	Focused study to propose acoustic remediation at Children's; engage acoustician for professional services. Resolve mechanical issue (through typical work order process).	$58,500 high range Scope to be confirmed by design engineer	$70,200 high range if general contractor is engaged	Front-of-house furniture is in very good condition, no work required. Replace approx. 20% of staff furnishings to support current needs.	$32,279	Monument signage is recent; coordinate work as required with overall signage project.	0-2 years selective furniture	*0-1 year RCL planned scope*
RCL-Mounds View (Stage II)	Design through construction of a gut renovation (within or including some exterior walls) to upgrade the outdated facility.	$2,400,000 for approx. 8,000 GSF	$2,880,000	100% new furniture at front and back-of-house.	$163,440	Building-mounted signage to be incorporated into renovation.	Furniture renewal and building-mounted signage concurrent with facility renewal	3-5 years

Projected costs are provide in 2019 dollars, and should be escalated 4% per year until projected installation/construction date.

Branch	Facility Recommendations	Projected Facility Costs*		Furniture Recommendations	Projected Furniture Costs*	Exterior Signage	Recommended Implementation Timeline	
		Constr. Cost	Project Cost				Furniture/Signage	Facility Renewal
RCL-North St. Paul	Existing facility is well-kept but serves a smaller population than it could in a location with greater visibility and access to public transportation. If there is an opportunity to relocate to another built-out space adjacent with greater public access, it would benefit this branch. Minimum recommended size of 5,000 GSF to provide distinct collections spaces and comprehensive staff spaces. Existing facility should plan for finish renewal: carpet, paint etc.	$130,000 for finish renewal of existing facility	$156,000	No near-term furniture scope is required.	$217,740 estimate for 100% new furnishings at time of relocation	Monument signage to be provided for consistent branding.	0-2 years signage and selective furniture within existing space. New furniture recommended when facility relocates	0-3 years finish renewal of existing space 5-7 years target for facility relocation if the opportunity exists
RCL-Roseville (Stage II)	Focused interior renovations to provide more study and collaboration space, to reconfigure the teen space for evolving use needs, and to review use of the multipurpose room and atrium. Pre-Design recommended for program, scope, and budget definition.	$7,500,000 for approx. 25,000 total GSF of scope, subject to future Pre-Design scope definition	$9,000,000	Furniture scope to be defined during pre-design project scoping; work may entail reconfiguration of existing pieces with purchase of new items to coordinate with proposed space planning.	Range: $200,000 to $500,000 subject to project scope. Recommended budget is approx. $32/SF	N/A	3-5 years selective furniture	3-5 years Pre-Design phase recommended over next two years to define scope and budget
RCL-New Brighton	Existing facility is well-kept and fully built-out within leased area. No scope recommended at this time. The facility and service area needs should be evaluated again in approximately 7-10 years.	N/A	N/A	Heavily-worn furniture should be repaired/replaced, and new furniture purchased to support study, reading and collaboration, approx. 50% of existing. Shelving to remain.	$126,718	If possible, exterior signage should be provided for consistent RC/RCL branding.	0-2 years signage and selective furniture	7-10 years Assessment as part of next MP, or as independent Pre-Design study
RCL-Shoreview	Newest facility in the system, with no critical issues identified.	N/A	N/A	Investment in regular maintenance will extend the life of furnishings. Replace 10% of staff furnishings to support current uses.	$55,985	Explore site signage opportunities for consistent branding as part of overall signage project.	0-2 years signage and limited staff furnishings renewal	Scope as defined during next Master Plan approx. 10 years

Projected costs are provide in 2019 dollars, and should be escalated 4% per year until projected installation/construction date.

Introduction

Project Goals

EMBODY THE RAMSEY COUNTY LIBRARY MISSION:

CONNECT community,

INSPIRE curiosity,

CULTIVATE learning.

REINFORCE THE RAMSEY COUNTY LIBRARY GUIDING PRINCIPLES TO BE:

Welcoming and Open to All

Equitable and Inclusive

Free

Bold and Fun

Relevant

Accountable and Resourceful

In their Request for Qualifications, the Ramsey County Library established target areas of study and evaluation for the Facilities Master Plan process including:

- Library buildings and grounds
- Environmental analysis re: demographics
- Service accessibility re: operating hours and schedules
- Library programming
- Furnishings refurbishment re: staff and patron ergonomics and space needs, as well as durability and comfort
- Technology trends and virtual services

The functional goals of the project are: to have a feasible, actionable, contextually justified set of recommendations that can guide and shape positive development and investment by the Library for the next six to ten years; to facilitate prudent changes with long-term benefits; and to maintain and enhance Ramsey County Library's exemplary performance.

Proposed scope has been prioritized for phased implementation in order to coordinate with availability of capital funding. This Facilities Master Plan frames detailed recommendations within the following categories:
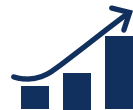
Vision and Strategy: Overarching aspirational guides for the system as a whole.

Buildings and Grounds: Detailed recommendations for: critical life safety, accessibility, wayfinding, and operational needs; for necessary evolution in space planning and use, and for discrete infrastructure and component needs.

Collections and Programs: Data-driven evaluation of system-wide and per-branch material collections and system-wide programming.

Finishes and Furnishings: Holistic review of finishes and furniture throughout front of house and back of house at every branch, including assessment of comfort, choice, ergonomics, and condition.

Technology and Access: Vision and practicality-driven guidance about technology in service of operations, ease of use, directness of access to materials and resources, and impact on staff and patron use.

Community Input: Reflections on data gathered through a variety of input methods intended to reach a broad set of library users across the county.

The benefit of clear and defined project goals is their ability to guide both process and outcomes in ways which hold both design and owner teams accountable to project intent, and to help guide implementation of recommendations in the future.

Process

A fully-realized Master Plan process is one that involves broad participants: staff, patrons, community stakeholders; one that assesses broad characteristics of the system and of the community through research and data-gathering; and one that recommends a grounded path aligned with operational and financial feasibility. This comprehensive process included several methods of learning about the Ramsey County Library community and system including:

- Staff listening sessions with each branch.

- Stakeholder surveys shared online, on paper, and at pop-up library events in English, Hmong, Somali, and Spanish.

- In-library input boards used for specific issue polling and the gathering of write-in information.

- Public open houses in English with interpreters available in Hmong, Somali, and Spanish.

- Architectural, interior, and MEP (mechanical, electrical, plumbing) onsite assessments of each facility.

- Working sessions with the Board and key staff, including a dedicated session with the Sr. Building Services Manager in Ramsey County Property Management.

- A technology-specific working session with staff and leadership from Digital Services and Library Administration.

- Multiple data points from local, state, and national library, learning, and demographic resources (refer to Sources Cited)

All input gathered throughout the process has been incorporated into this report, in some cases summarized in the body of this report, and in others full and un-edited within the appendices. This content has directly informed development of the proposed recommendations and phasing, which were reviewed in draft form with the project committee January 10th, 2019 in advance of completion of this document.

As with any future-oriented plan, the recommendations herein must be reviewed periodically to ensure that they still align with county demographics and library usage patterns at the time of implementation. We recommend that each facility be studied in-depth at the time investment and implementation occur to ensure any emergent or unforeseen issues are identified and addressed in addition to the strategic recommendations.

In-Library Input Boards from 2018 Community Outreach: Maplewood (top) and North Saint Paul (bottom)

Introduction

Sources Used

The following sources were used for this report:

ALA State of America's Libraries (2017)

American Library Association (multiple)

Aspen Institute Action Guide 2.0 (2017)

Edge Assessment for Ramsey County Library (2014)

IMLS Digital Inclusion Survey (FY 2014, 2015)

IMLS Public Libraries Survey (FY 2015)

International Federation of Library Associations and Institutions 'IFLA/UNESCO Multicultural Library Manifesto' (approved at 35th session of General Conference of UNESCO)

Institute on Metropolitan Opportunity [University of Minnesota Law School] (multiple)

Library Journal Star Libraries (2017)

Library Journal Materials Survey 2018

Library Tech Trends for 2018 (Tech Soup for Libraries)

Maplewood 2040 Comprehensive Plan (approved for distribution 2018)

MELSA Strategic Plan 2017-2020

Metropolitan Council Thrive MSP 2040 Indicators (2014)

Minnesota Compass

Minnesota State Demographic Center (multiple)

MN Department of Education: Minnesota Public Library Annual Report (2017)

MN Department of Health (FRPL Eligibility)

MN Office of Higher Education

Mounds View Comprehensive Plan 2020-2040 (approved in 2010)

New Brighton 2040 (released in 2018)

North Saint Paul Comprehensive Plan 2040 (adopted 2009)

Pew Research Center (multiple)

Public School Review

Ramsey County:

    2018 Strategic Plan

    Draft Comprehensive Plan (05.25.18)

    Pedestrian & Bicycle Plan (2015)

Ramsey County Library (collection, program, staffing, technology, facilities data, surveys, benchmarking and impact tech surveys: FY 2015, 2016, 2017, 2018)

Roseville 2040 Comprehensive Plan (targeted adoption early 2019)

Shoreview Comprehensive Plan (approved in 2008)

Speaking for Ourselves (Summary report: "Hmong, Karen, Latino, Liberian and Somali Communities in the Twin Cities: Populations at a Glance). Wilder Research. June 2016.

Star Tribune, David Peterson. "Long No. 2 in Minnesota, Ramsey County now growing at a rate equal to Hennepin." June 21, 2017.

Suburban Ramsey County Family Collaborative

The 2017 Public Library Data Service Report Volume 56, No. 3.

United States Census Bureau (American FactFinder, Census QuickFacts, DataUSA.io)

United States Department of Transportation

UNESCO Topic: Educational Attainment

Walk Score

White Bear Lake 2030 Comprehensive Plan (adopted in 2008)

Context

Context

RCL MOUNDS VIEW

RCL SHOREVIEW

RCL NEW BRIGHTON

RCL ROSEVILLE

RCL WHITE BEAR LAKE

RCL MAPLEWOOD

RCL NORTH SAINT PAUL

Planned Land Use (Generalized)
- Airport
- Agricultural
- Commercial
- Industrial
- Institutional
- Mixed Use
- Multifamily Residential
- Rural or Large-Lot Residential
- Single Family Residential
- Multi-Optional Development
- Park and Recreation
- Open Space or Restrictive Use
- Open Water
- Railway (inc. LRT)
- Rights-of-Way (i.e., Roads)
- — Interstate Highway
- — MN & US Highway

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Miles

Projected future land use as shown in the map at right provides context for the locations of RCL facilities as county development evolves. Ramsey County Library facilities are in areas of mixed use (commercial and housing, indicated in teal), are adjacent to residential neighborhoods (yellow), and are at the heart of commercial centers (red). Their current locations will continue to provide ease of access as development evolves.

Map adapted from Ramsey County Comprehensive Plan 2040 [Future Land Use]

Ramsey County Demographics

SUMMARY

Ramsey County is centrally located in the seven-county Twin Cities Metropolitan Area, home to the state capitol and a rich diversity of 17 suburban municipalities, each with their own distinct character and identity. The county has experienced population growth within the last decade, and between in-migration from rural areas to the urban core as well as immgration to the state to areas with strong civic and social support, Ramsey County continues to be an attractive location for citizens and transplants alike.

The Twin Cities Metropolitan Area is one of the top 50 in the United States for overall population (Institute of Metropolitan Opportunity), and Ramsey County's specific attributes of access, opportunity, nature, diversity, and services are a resource and a draw. In general, Ramsey County residents are more diverse and younger than both adjacent Hennepin County and the state overall. The median age in Ramsey County is 34.9 years, with almost 39% of the population between the ages of 18 and 44 (U.S. Census Data). The median age varies slightly between those identifying as white on census data versus those identifying as part of one of Minnesota's cultural groups. Using statewide data as a reference, the average age of whites is 41, while the average age of Hmong is 22, African American 27, Somali 22, Ethiopian 26, Mexican 23, and Vietnamese

36. (Minnesota State Demographic Center, The Economic Status of Minnesotans 2018).

21.9% of Ramsey County residents 5 years and older live in a home where another language is spoken, with the most common languages being Hmong (6.47% of the overall county population), Spanish (5.09%), African languages (including Somali, Swahili, Yoruba and others) (2.93%), Other Asian Languages (including Burmese, Karen, Turkish, Uzbek) (1.84%), Chinese (0.97%), and Vietnamese (0.65%). From a population standpoint, this means around 24,931 people speak Spanish in Ramsey County, 14,341 people speak an African language, and 31,737 people speak Hmong (2011-2015 American Community Survey, U.S. Census).

Growth, development, investment, and vision for Minnesota municipalities are developed following the requirements of the State of Minnesota Statute §473.859 Comprehensive Plan Content; this legislation sets standards for the formatting and content of comprehensive plans to guide "public and private land use, development..." and shall "specify expected industrial and commercial development, planned population distribution, and local public facility capacities upon which the plan is based" (MN Statute 473.859). There are standing comprehensive

Ramsey County County-Wide Goals
Graphic adapted from Ramsey County Comprehensive Plan 2040

Context

plans for Ramsey County overall, and for each of its municipalities; while these share commonalities, they are each references for distinct needs and opportunities, and should be used as a reference point for alignment with the mission, vision, strategic priorities and guiding principles of Ramsey County Library.

Ramsey County has set forth a county-wide vision for "A vibrant community where all are valued and thrive," with a mission to be "A county of excellence working with you to enhance our quality of life" (Ramsey County Comprehensive Plan 2040). Inherent in these statements is that the services offered by the community support and facilitate meeting such goals, and the public library is an institution which promotes quality of life through equitable access to resources, inspires creativity and lifelong learning, and provides a safe, welcoming environment for the whole community.

Recommendations for development, investment, and change outlined within this report for Ramsey County Library by necessity require context: substantiated reference points for demographics both current and projected, for use, growth and development patterns, and relevant information about the role of public libraries nationally and locally. What follows is

a summary of the research executed in support of this process, including insights from the community outreach performed as part of this process, including an online and paper survey, as well as open-ended questions posed on in-library participation boards. That content is provided within orange boxes throughout this next section.

Data sets utilized for analysis include:
- U.S. Census Bureau (2017 and 2018 estimates and historic data from 2010 to present).
- American Community Survey (ACS) (2013-2017 releases including 1 and 5 year estimates)
- National and state data compiled by the Minnesota State Demographic Center, the Metropolitan Council, and Ramsey County government.

The following demographic analysis was performed using 2017 and 2018 census data for the county as a whole, inclusive of Saint Paul. A customized data set for suburban Ramsey County is not current, though the following statistics from 2013 summarize suburban Ramsey County:
- 215,927 people; 10% foreign-born
- 6.3% unemployment rate and 8.8% below poverty rate
- 94% high school graduates, 40% college
- 86% White, 8% Asian, 5% black, 1% other

POPULATION & GROWTH

Ramsey County is the most densely populated county in the state at 3,281 people per square mile. Ramsey County has seen consistent, modest growth at an average of around 1.1% per year, or approximately 5,000 people per year.

Over time, the growth rate of Ramsey County, previously and typically less than that of nearby and larger Hennepin County, has increased to a similar rate: 6.3% for Ramsey County between 2005 and 2015 similar now to Hennepin County's growth rate of 6.9%. This rate of growth is expected to be maintained with continued densification of the Twin City Metropolitan Area.

It should be noted that Ramsey County continues to lead in number of persons per household, with 29.7% of households with one or more people under the age of 18, and a household size of 3.22 people. 26.8% of grandparents report being responsible for grandchildren, with 10.8% of those being responsible for grandchildren for 5 or more years. These statistics are lower than both state and national averages by 2-3%, but are higher than the same values for Hennepin County, which has 28.6% of households with one or more people under the age of 18, and a household size of 2.4.

How might population statistics impact planning?
Consistent and predictable growth indicates a healthy community, one that will continue to increase in population in ways that affect demand on social resources. The nuances of population relating to household size and composition highlight opportunities to serve and support Ramsey County families.

36% of RCL Survey responders are between the **ages 18 and 45**, which is reflective of **overall Ramsey County population**

AGE DEMOGRAPHICS
In Ramsey County the median age is 34.9, compared to a national median age of 38.75 years old. Amongst the 7-county metro area, Ramsey, Hennepin and Scott counties are the only counties with a median age below 36, with the rest of the metro area with a median age between 36 and 39 years old.

14.1% of residents in Ramsey County are over the age of 65, and demographic research suggests that currently there are concentrations of 65+ residents within the county, with only 9% of residents in St. Paul over the age of 65, with the most significant concentrations (greater than 20% of the population)

in New Brighton, Roseville, the southern half of Arden Hills, North Oaks, and the northeast portion of White Bear Lake. Elsewhere in the county the percentage of those 65 and older ranges between 5% and 15%.

7.0% of the Ramsey County population is younger than 5 years old, 16.3% are between the ages of 5 and 17, such that 23.3% of the population is between infancy and the end of high school.

How might understanding age impact planning?
Identifying the specific makeup of county residents provides a framework for specific learning and library use needs; understanding that the county has a robust population of children and younger adults suggests opportunities to engage and build committed library users who can remain dedicated consumers over time.

RACE, ETHNICITY AND LANGUAGE
While Minnesota and its communities are weighted to a majority (84.3% White for the state, 63.1% for Ramsey County), the diversity of racial and ethnic backgrounds is incredibly rich. Ramsey County residents are from 115 different countries, with an overall foreign-born population originating from Asia (55.26%) and Africa (19.95%) higher than those same categories at either the state (38.31% / 21.74%) or the national levels (30.07% / 4.56%).

One RCL survey respondent requested "**More literature books in multiple languages**. I work with English learning immigrants, but I desperately want them to grow their reading skills in their home language too, and **stay connected** to their **home culture**.

Of all residents in Ramsey County five years old and older, 21.76% live in homes where another language is spoken:
- Hmong 6.47%
- Spanish 5.09%
- African Languages 2.93% (Somali, Swahili, Yoruba etc.)
- Other Asian Languages 1.84% (Karen, Burmese etc.)

More Ramsey County residents speak a language other than English in comparison to Hennepin County (16%), Dakota County (11%) or at the state level (11.6%).

While census methods are evolving to provide more nuances in self-reporting race identity - current overall categories are White (63.1% for the county), Hispanic (7.4%), Black or African American(11.2%), Asian (14.0%) and American Indian (0.3%), race and ethnicity categories still provide context for related demographic issues that form an overall picture of community commonalities and disparities including

level of education, poverty, household income and others.

How might race, ethnicity and language impact planning?

With county and library goals surrounding equity, access, welcome and learning, it is critical to understand the nuances of the breadth of who is being served, to explore the best ways to offer materials and resources, and to provide representation in staffing and services in ways which encourage exploration, nurture learning, and connect Ramsey County citizens to Ramsey County Library resources and materials.

POVERTY, INCOME & UNEMPLOYMENT

15% of people in Ramsey County are living below the poverty line, a number that is higher than the 2017 poverty rates at the state (9.5%) and national (12.3%) levels. Within suburban Ramsey County exclusive of Saint Paul, the 2013 poverty rate (later data not available) was 8.8%. "In Minnesota, as it is true across the nation, race is associated with the likelihood of living in poverty" (MN State Demographic Center, 2018).

Within Ramsey County, poverty disproportionately affects youth; of those living below the poverty line: 21.5% are under 5 years of age, and 22.7% are

between the ages of 5 and 17. Another 18.4% are between 18 and 34 years old, with a more modest poverty rate of 7.9% for those 65 years or older.

As with state and national trends, poverty levels have some correlation to educational attainment and to race; for those below the poverty line:

- 32.7% have less than a high school degree
- 14.3% are high school graduates or equivalent
- 32.9% are Black or African American
- 26.2% are Asian
- 21.6% are Hispanic or Latino
- 7.6% are White

CSW
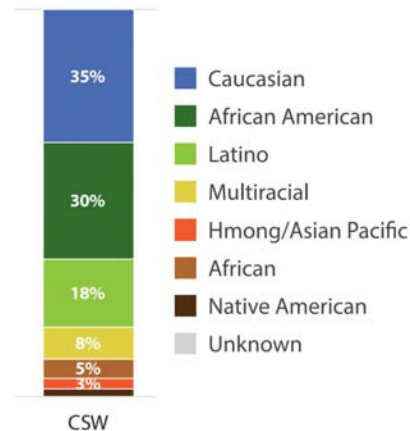
Demographic breakdown of suburban Ramsey County families utilizing school-linked community social workers. Chart from Suburban Ramsey County Family Collaborative.
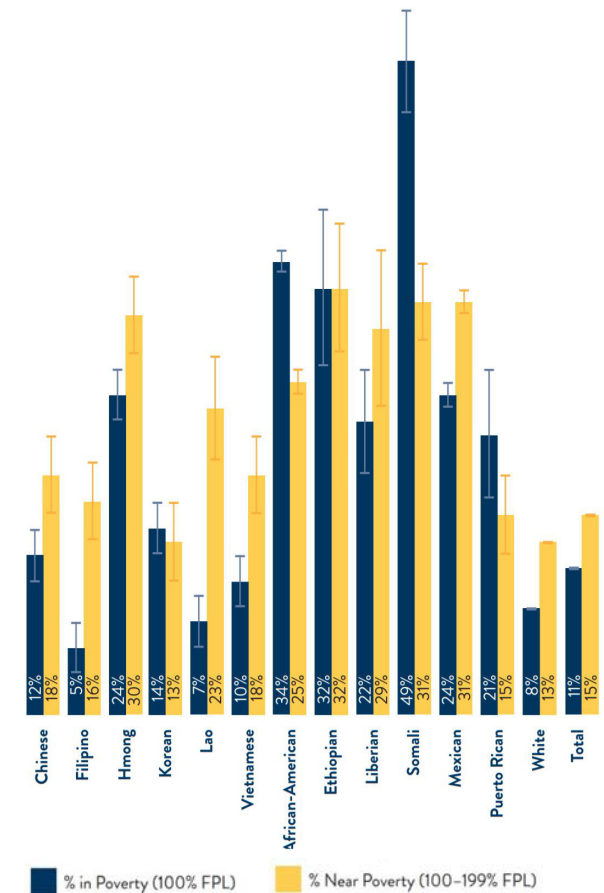
Share of Minnesotans in Poverty and Near Poverty
"Those in "near poverty" (up to twice the poverty line) are often one crisis away from falling into poverty."

Chart adapted from "The Economic Status of Minnesotans 2018" by the MN State Demographic Center

The median household income in suburban Ramsey County ($66,822) is higher than the median annual income in the U.S. ($59,039), but less than the overall Mpls-St. Paul-Bloomington Metro Area ($73,231). For reference, federal poverty guidelines establish a poverty threshold of $12,140 of annual income for a single-person household, and $25,100 for a household of four people. Mounds View has the lowest household income in suburban Ramsey County $56,753, and it is declining.

Household Income by Location in Ramsey County

Map adapted from Data USA
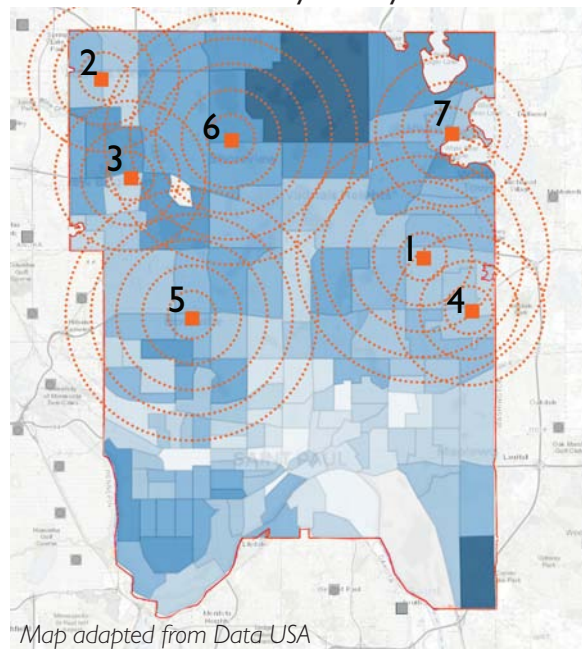
"I am **applying for employment** positions. I have **no internet at home,** so it is **imperative to have the Library computer.**"
-RCL Survey Respondent, age range 55-65

The unemployment rate of Ramsey County has been declining over the last decade from a peak of 8.3% in June of 2009 to 2.4% in May of 2018. During this same period the state and national rates have also dropped, though the national unemployment rate has been above 4% for the last five years.

Within suburban Ramsey County, unemployment rates are highest in Maplewood (2.9%), White Bear Lake (2.8%), and Saint Paul (2.8%), with Shoreview, Roseville, and New Brighton with slightly lower rates of (2.4%).

$123K $28.4K $40K $51.2K $62.2K $73.2K $86K $119K $141K

1. RCL Maplewood
2. RCL Mounds View
3. RCL New Brighton
4. RCL North St. Paul
5. RCL Roseville
6. RCL Shoreview
7. RCL White Bear Lake

How might understanding poverty, income, and unemployment impact planning?
A public library is an institution which grants free access and use of materials, programs, and resources in service of learning, entertainment, and "the goal of stimulating individual learning and advancing society as a whole" (George Eberhart, ALA 2010).

Those with the greatest economic risk and uncertainty are most in need of the resources and value provided by the library; in conjunction with other data, statistics surrounding poverty, economy, and unemployment identify at-risk groups and individuals in ways that highlight opportunities for the library to best serve and support those most in need of no-cost resources.

By necessity, a public library carries the burden of meeting a range of needs and expectations for materials, service, and programming: individuals and groups expect that their specific and unique needs will be anticipated and accounted for.

From RCL Survey Respondents, **36%** indicated that they would like to see more **Employment and Training Services offered** at their library.

Context

Ramsey County Transit Infrastructure

Although library services are expanding to provide resource and materials access digitally and on demand outside of the library, this does not diminish the value of physical facilities, or the need for these facilities to be located to provide fair and equitable access to as many citizens as possible.

> "We like to **get to more than just one library,** but **distance is an issue.** ...**Access** (metro transit, parking, bike racks, etc.) **is important.**"
> - *RCL Survey Respondent*

Ramsey County is 170 square miles, and home to almost 550,000 residents, in conditions ranging from a dense urban center (Saint Paul) to rural residential with rich natural environments (North Oaks). 43.4% of Ramsey County households have two cars and 24.3% have only one car, such that a majority of residents have some degree of transportation independence. Only 6.55% of residents commute via public transportation; more detailed statistics about public transportation use within specific municipalities was not discovered at this time.

For municipalities outside of Saint Paul, the majority of Ramsey County can be described as follows in regards to transporation potential:

Moderate density but tends to have a less traditional street grid that can limit the effectiveness of transit. Transit service in this area is primarily commuter express bus service with some fixed-route local service providing basic coverage. General public dial-a-ride services are available where fixed-route service is not viable. [Ramsey County Comprehensive Plan 2040]

Ramsey County Library branches rate the following for walkability, public transportation coverage, and bikeability, according to Walk Score [Values are given from a branch's location to nearby areas, and *are not indicative* of the proximity of the library to all residential areas within the municipality. Values below 50 indicate some infrastructure, but not a robust network to support transportation choice.]:

1. RCL Maplewood: Walk: 41 Transit: 46 Bike: 55
2. RCL Mounds View:
     Walk: 61 Transit: None provided Bike: 62
3. RCL New Brighton:
     Walk: 25 Transit: None Bike: None
4. RCL North St Paul:
     Walk: 55 Transit: None Bike: None
5. RCL Roseville: Walk: 59 Transit: 47 Bike: 63
6. RCL Shoreview: Walk: 47 Transit: 43 Bike: 40
7. RCL White Bear Lake:
     Walk: 78 Transit: None Bike: 77
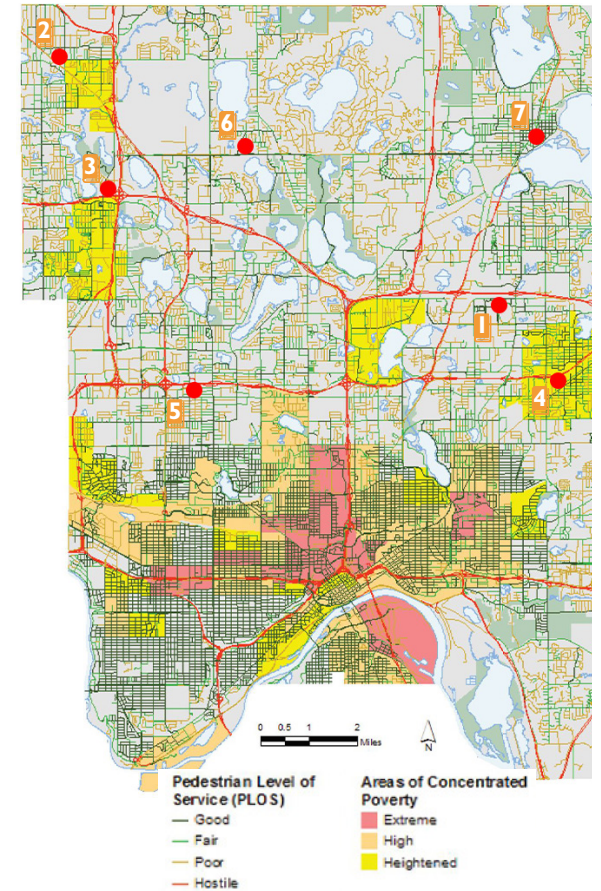
Adapted from Ramsey County Comprehensive Plan 2040

1 RCL Maplewood		**5** RCL Roseville
2 RCL Mounds View		**6** RCL Shoreview
3 RCL New Brighton		**7** RCL White Bear Lake
4 RCL North St. Paul		

Pedestrian Level of Service (PLOS)
— Good
— Fair
— Poor
— Hostile

Areas of Concentrated Poverty
Extreme
High
Heightened

Pedestrian Level of Service (PLOS) is used to evaluate a location for comfort and safety for pedestrians, including an assessment of nearby traffic speeds and land uses. Ramsey County has a mix of levels: closer to arterials conditions are poor to hostile (high speed limit with narrow or no road shoulders), while within certain residential areas (defined in green tones in the map) conditions are fair to good (with either wide residential streets with wide shoulders, or sidewalks with low speed limits. Oftentimes areas with low PLOS are areas of concentrated poverty, which directly impacts residents' ability to access jobs, food, health care, and other resources such as a public library.

The U.S. Department of Transportation notes that: "negative health effects related to the transportation system can fall hardest on vulnerable members of the community, such as low-income residents, minorities, children, person with disabilities, and older adults" (U.S. DoT Mission/Health/Equity).

Out of all locations, only the Roseville branch of the library is served by several Metro Transit routes; White Bear Lake has a single express bus route but no regular route options; and the other RCL branches have only one to two route options. Express routes have limited service, with buses typically only running in a single direction during peak hours, such that these routes do

Metro Transit Routes
(no express routes shown)

Express Bus Routes Only

Adapted from Metro Transit Maps
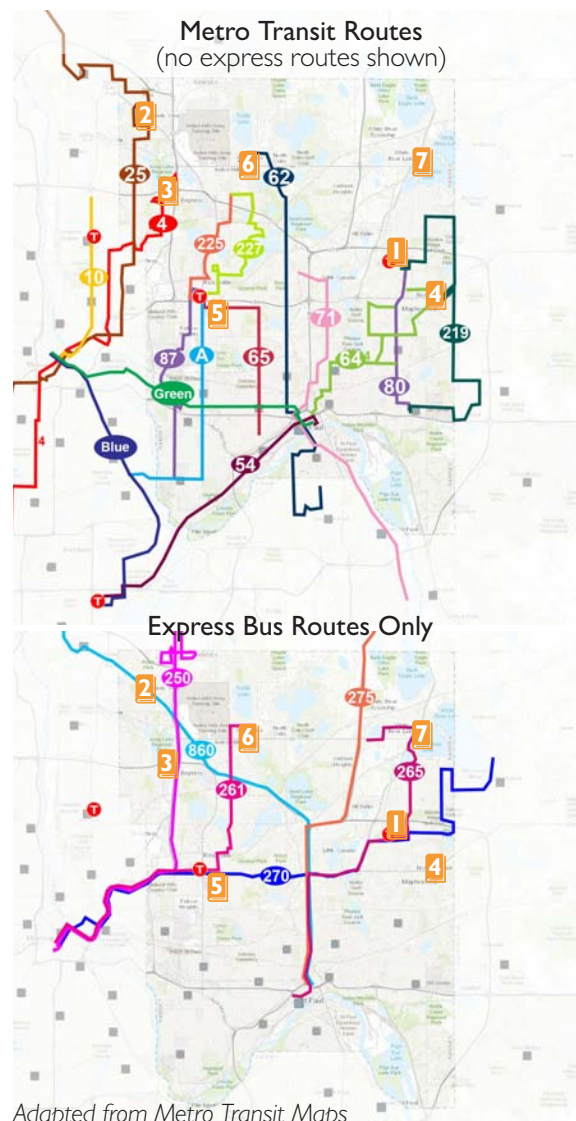
not provide useful service for Library users.

Ramsey County continues to build a Regional Bike Transportation Network (RBTN): a system of trails connecting through the 7-metro counties; at present this network is incomplete throughout Ramsey County, connecting portions of White Bear Lake and Maplewood with Saint Paul, connecting White Bear Lake west to Shoreview, Arden Hills, and New Brighton, and partial trails from Mounds View and Arden Hills into Roseville and from Roseville to Saint Paul.

Which features would make the library more accomodating? **Closer Public Transit, More Bicycle Parking, Better Directional Signage, Resolving Parking Issues**. *Over 100 People Identifying Each Issue as Desirable   - RCL Survey Results*

Identifying and understanding transportation infrastructure acknowledges one type of impediment between residents and library use. Responding to these varying conditions requires different approaches to service, outreach, and partnership.

Context

Ramsey County Schools

23.3% of Ramsey County residents are school age or younger: over 126,000 students in primary or secondary school. Literacy and educational attainment levels are indicators of specific future outcomes including "better health, increased civic engagement, decreased violence and crime, and other factors linked to sustainable [viable and renewing] development" according to UNESCO.

For the 2018-2019 school year there are 85,817 enrolled students within Ramsey County schools; for the purposes of this report, detailed analysis is listed for only those districts within the service areas of the Ramsey County Library: the Mounds View school district, the North Saint Paul-Maplewood school district, the Roseville school district, and the White Bear Lake school district.

For school districts within the Ramsey County Library service area, there are approximately 37,107 enrolled students. One measure of general need that is used to calculate anticipated social support needs for children and families is the number of students eligible for a free or reduced lunch (FRPL), which is based on national income eligibility guidelines. Overall, 40% of students within the library's service are eligible for a free or reduced lunch, but this varies by municipality:

- 31.2% of students within the Mounds View

● Public Schools: K-12

● Private Schools: K-12

● Ramsey County Libraries
  1. RCL-Maplewood
  2. RCL-Mounds View
  3. RCL-New Brighton
  4. RCL-North St. Paul
  5. RCL-Roseville
  6. RCL-Shoreview
  7. RCL-White Bear Lake

Suburban Ramsey County School Districts
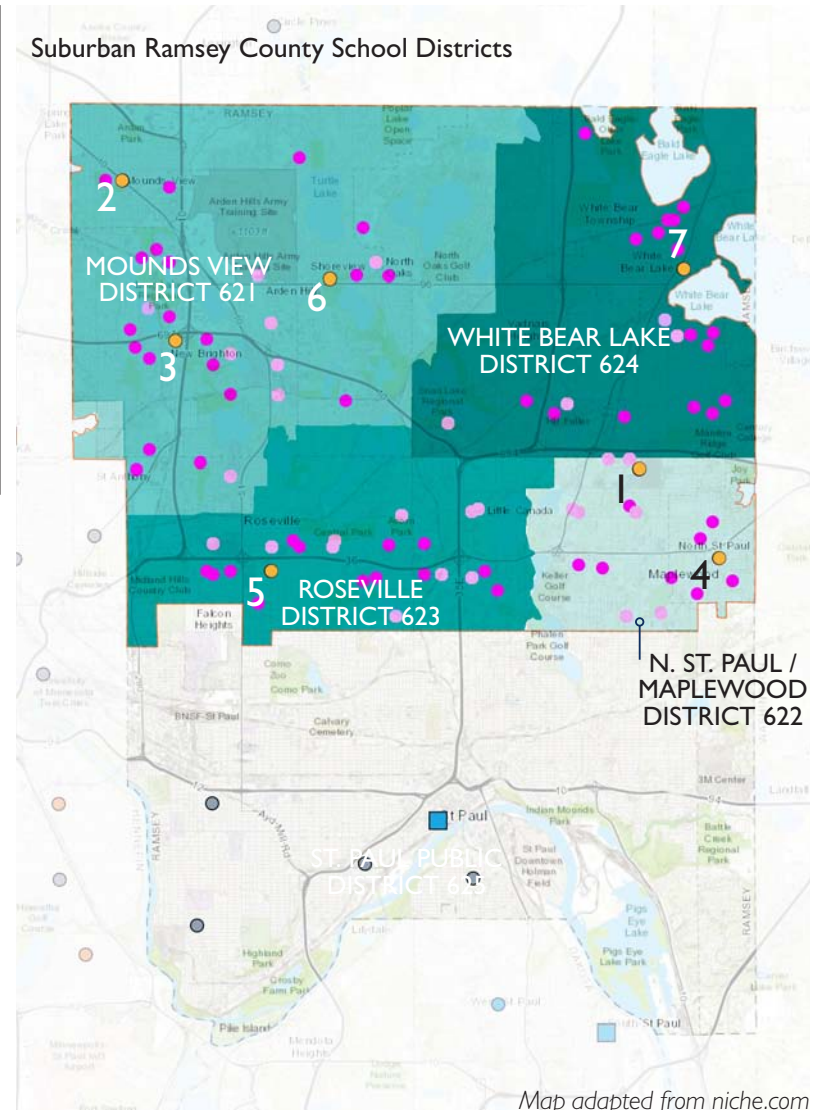
All data sources in Context Chapter are taken from 2016 Census Bureau, ACS 1-year data set, unless otherwise noted.

Map adapted from niche.com

School District are FRPL eligible.

- 54.10% within the North Saint Paul-Maplewood School District are eligible.
- 46.8% within the Roseville School District are eligible.
- 28.2% within the White Bear Lake School District are eligible.

Increasing early childhood literacy is an ongoing goal for Ramsey County, wherein only 42.9% of enrolled 3rd graders are proficient in reading, which is the lowest level within the 7-county metro region, which otherwise range from 54%-63%, within range of the state's average of 60%. Reading proficiency at the end of the 3rd grade is identified as a predictor of future academic and overall life success, so continuing to contribute to early literacy programs and materials has long-term value for the library system and the county.

> "I do **homework** in the **teen section**, but people playing computer games makes it **hard to focus.**"
> *- RCL-Roseville Teen Patron*

Ramsey County faces many challenges to academic and life success: the on-time four-year high school
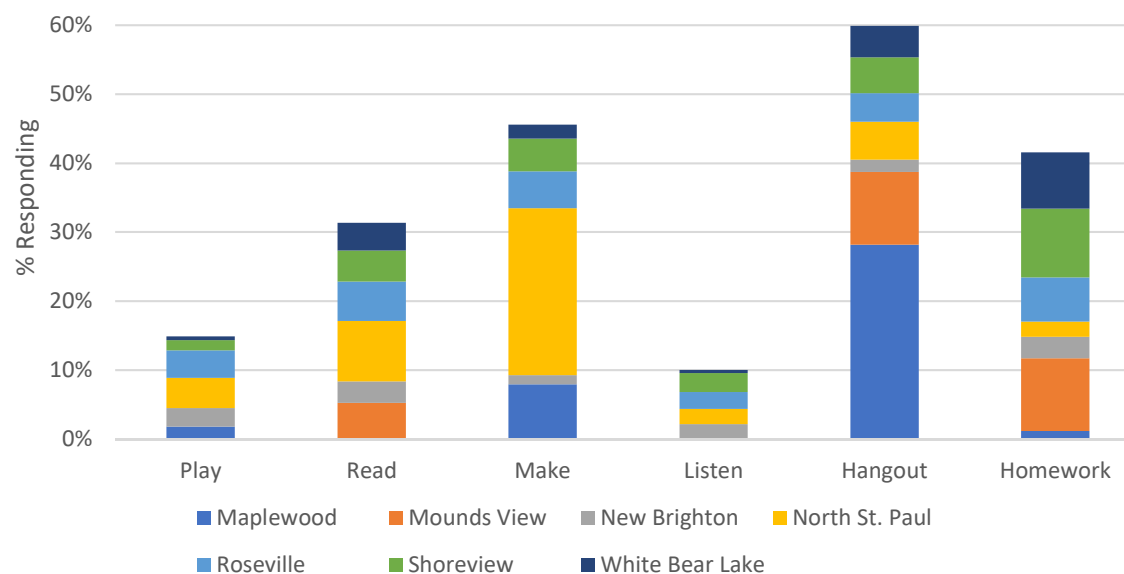
Library Participation Board responses for children 13+ to the question: "What Do You Want to Do Today?"

While there are distinctions between branches (more teens at New Brighton use the library for making, while more Roseville teens use the library for hanging out), the unifying response is that teens come to the library for a range of reasons.

graduation rate is 66.5%, which is the second lowest in the 7-county metro area (average 77.77%); overall students in Ramsey County have a performance on state assessment tests (reading and math) which is 2-9% lower than students across the state; 32% of Ramsey County residents have equal to or less than a GED or high school diploma; as a positive: 72% of Minnesotans stay in MN for college; the top three majors within Ramsey County colleges and universities are General Business Administration and Management (4.66%), Nursing (3.49%), and General Psychology (3.1%).

Ramsey County libraries are a much-used resource for materials, reference support, study, and collaboration space for students and learners of all ages and backgrounds.

Context

National Library Trends

National surveys conducted by the Pew Research Center give insight into engagement and perception of public libraries across the country.

People are using their libraries for a variety of activities, but coming for books remains the most popular activity: 64% of library users indicated they came to the library to borrow books versus 25% of respondents who said they came to the library in the past year to attend a class, program, or lecture. One growing use of public libraries: a little over 10% of respondents said they specifically visited a library to use a 3D printer or other high tech device.

All data sources in National Library Trends section are taken from Pew Research Center Libraries Report 2016; reference content for the same issues are taken from the RCL outreach survey and provided in the orange boxes.

85% of RCL survey respondents said they **most frequently** come to their library to **use the collections** (books, CDs, DVDs, magazines, etc).

15% of RCL survey respondents felt that spaces for **hands-on making and creating** is a feature that is **missing** at their library

ACTIVITIES AT THE LIBRARY

Though down 2% from 2015 to 2016, borrowing books remains the most popular activity at the library.

% of library users ages 16 and older who say they did the following at libraries in the past 12 months:

■ 2016

Activity	2016
Borrow print books	64%
Just sit and read, study, or watch or listen to video	49%
Get help from librarians	35%
Attend classes, programs, or lectures	27%
Attend meetings of a group you belong to	18%
Search online or apply for jobs online	14%
Use 3-D printers or other high-tech devices	13%
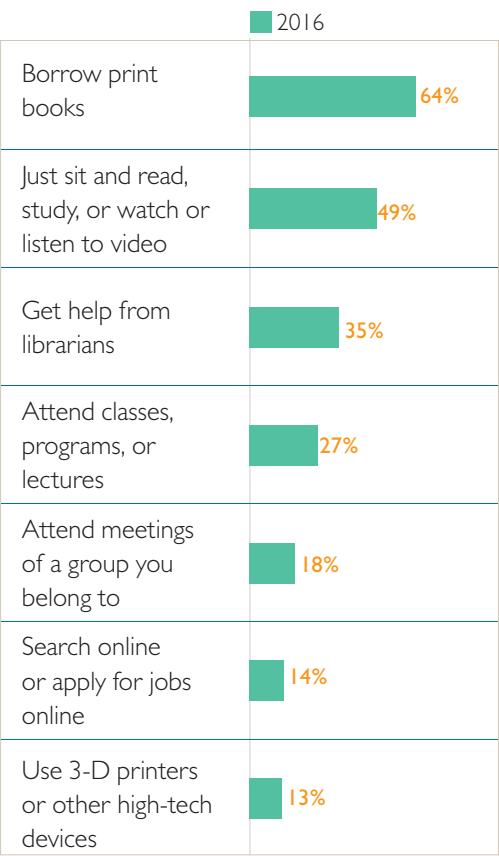
DEMOGRAPHICS OF LIBRARY VISITORS

In general, women are most likely to see libraries as a valuable asset to the community, and are also more likely than men to have visited a library in the past year.

Perhaps surprisingly: millennial adults are the most engaged in libraries out of any age group: 55% of those who have been to a library in the past year are between the age of 16 and 29; 45% of those 36-51 and 43% of those 52-70. Overall, in-person use of libraries has remained largely stable over the past few years, with an average of 46% of adults 18 and older having visited a library in the past 12 months.

Trends within library usage cover a number of different user types: high usage by those with a college degree and by those who fall into lower-income brackets, high usage by parents and by young adults.

% of adults (16 and older) who have been to a library in the past 12 months:

59%	Adults with bachelor's degree
57%	Women
55%	Parents
55%	16 to 29 year olds
52%	Black
50%	Persons with household incomes <$30,000

TRAINING TO DISCERN TRUSTWORTHY INFORMATION

Adults continue to view public libraries as a valuable resource for both reliable sources of information, but also for assistance in discerning reliable online information.

8 in 10 adults believe public libraries help them find information that they consider trustworthy and reliable. 6 in 10 adults would find decision-making easier with training on how to find trustworthy information online.
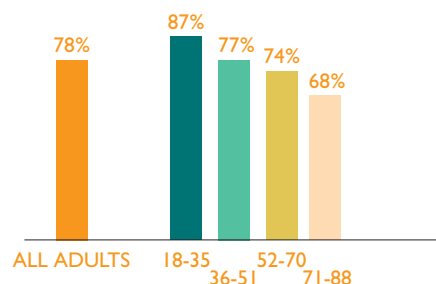
% of Adults in each age-group that say public libraries help them find "information that is trustworthy and reliable."

Of those surveyed, Millenials (ages 18-35) were the highest to rank public libraries as places to learn new things, to get information with decisions to be made, and as a resource for vetted information and resources.

BELIEF THAT LIBRARIES CAN HELP

% of Adults who say public libraries help them...

ALL ADULTS   **WHITE**   **BLACK**   **HISPANIC**

Find information that is trustworthy and reliable
- 78
- 76
- 83
- 87

Learn new things
- 76
- 73
- 80
- 87

Grow as a person
- 65
- 62
- 66
- 78

Focus on things that matter in their life
- 49
- 44
- 57
- 65

Cope with a busy world
- 43
- 37
- 49
- 59
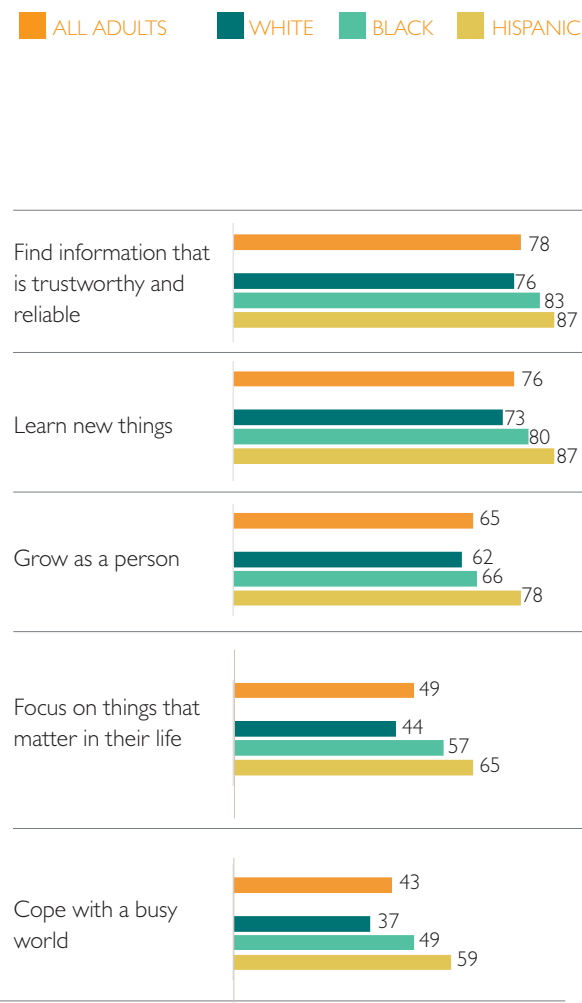
31% of RCL survey respondents said that **more soft seating** would make the library more **accommodating.**

COMFORTABLE SPACES TO READ AND WORK

Public libraries are a valuable resource both for materials as well as for spaces to learn, to read, and to collaborate. 69% of those surveyed nationally feel that libraries contribute "a lot" to providing a safe place within their communities for people to hang out or spend time.

ALL ADULTS 57% | WHITE 51% | BLACK 69% | HISPANIC 68%
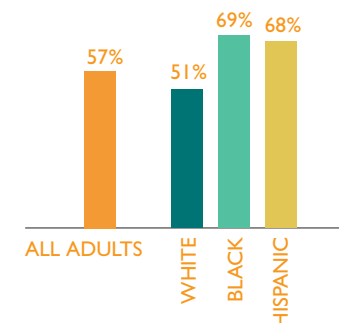
% of Adults surveyed nationally who say libraries should "definitely" have more comfortable spaces for reading and working.

27% of RCL survey respondents said that **more quiet study rooms** would make the library more **accommodating**

Context

3D PRINTERS IN LIBRARIES

% of Adults who say libraries should "definitely" buy 3D printers and other high-tech tools

50%	44%	69%	63%
ALL ADULTS	WHITE	BLACK	HISPANIC
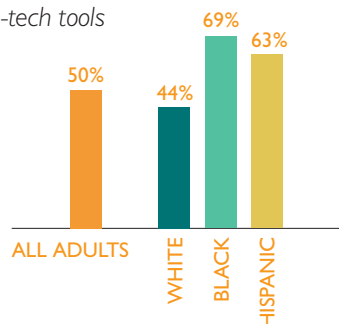
USING LIBRARY WI-FI AFTER HOURS

Wi-Fi use beyond the library is an expectation that continues to grow: 7% of people surveyed nationally age 16 years and older have used the library wi-fi after hours.

20% of RCL survey respondents said they would **use** the **library Wi-Fi before or after operating hours**

LIBRARY WEBSITES AND APPS

*Of the 27% of American adults ages 16 and older who have used a **public library's websites** or apps in the past 12 months:*

58% use library website to **search a library's catalog**.

44% of those website users **reserved or placed holds** on printed books, audiobooks, e-books, CDs or DVDs.

44% **conducted research** or got **homework help**.

40% **renewed books, DVDs or CDs**.

37% used **online databases**.

31% **read book reviews** or got book recommendations.

"I really enjoy the **adult classes.** The **computer classes** and I love **maker space** for adults. I am **disabled** and programs like these **help me** to get out and **be part of the community.**"
- Survey Respondent, RCL-Roseville user

Library Service for the 21st Century

The public library is an institution that has morphed from book-centered to technology-hosting to community and creativity-centered over the last few decades. This evolution is iterative and cumulative: books and materials are still a primary draw, with added expectations for technology access and training, community programming and hands-on learning as opportunities that are seen as foundational offerings. This evolution to a richly varied service model is essential in allowing public libraries to continue meeting the needs of the changing expectations of a wide-range of users.

According to a survey conducted by the Pew Research Center in April of 2015:

89% of Americans ages 16 and older agree that libraries contribute to their communities by providing a safe place for people to spend time.

87% agree that public libraries create educational opportunities for all ages.

79% say that a public library provides a trusted place for learning about new technology

65% say that public libraries serve as a gathering place for addressing community challenges.

A primary goal of the American Library Association's Center for the Future of Libraries is to identify emerging trends in library service and community expectations, and they have identified the following trend categories for what may or should lie ahead for libraries:

- **Society:** Continued evolution in services and expectations that draw on trends in business, culture and learning in ways that promote increased connections, a greater sense of curiosity and a user-focused experience with ever-increasing ease of use .

- **Technology:** Expansion in hardware and software resources that foster exploration, learning, collaboration, and promote equity and access through hands-on and virtual engagement.

- **Education:** Incentivized learning, the library as a bridge for flipped (out-of-the-classroom) learning, and game-based learning that encourages different modalities of learning.

- **Environment:** Library facilities and resources supporting community resiliency: the capacity for rapid response to physical, social, economic, and environmental distress and disasters.

- **Politics & Government:** Digital infrastructure facilitating real-time feedback and input, and partnerships between the library, government, and businesses to support community investment

- **Economics:** The library as a home for shared resources: alternative lending and a place for shared services and co-working.

- **Demographics:** Nurturing an organization that responds to the distinct needs and expectations of a more nimble and often more isolated aging class, those transitioning from school years to adulthood, and those for whom the digital world has as much presence and meaning as the physical world.

A misconception that libraries are dying or underutilized overlooks the varied and substantial ways in which libraries support the physical, social, cultural, and academic health of a community: from long-term residents to newcomers, from new parents to single professionals, from English speakers to polyglots making a new home.

Now more than ever, library users seek assistance in accessing the vast network of information and distilling it into relevant and valuable knowledge. They want help converting information into resources that serve their personal needs (e.g., education, business, lifetime learning, and enjoyment). At the same time,

Context

Library Service for the 21st Century

patrons are interested in a richer experience: ways to connect with others, opportunities for hands-on learning and exploration that are a refuge from a tech-heavy lifestyles. Libraries and their staff are resources for understanding complex issues, for exposure to new ways of learning and navigating the world of information, and as arbiters of truth and legitimized content in a world flooded with unverified content.

More than an institution, the public library is a social compact. It is an ethic of service that has been in place for more than 250 years. As our society evolves and local institutions become more sophisticated in providing tailored services, public libraries need to transform themselves in order to provide the best services possible—and evolve as the community evolves.

The branch library is a true community resource, programmed, designed, and configured to meet individual users' and the community's needs. Because it is a local library for the local public, its primary role is to provide equitable access to library services and collections to all the members of the community as a stand-alone library and as a key part of a library system. Branch libraries provides an environment for studying and learning, finding and interpreting information, social and community interaction, business incubation and

development, cultural awareness, networking, and quiet contemplation. A public library system serves everyone in the community regardless of age, gender, ethnicity, cultural background, or economic status. As such, it is a true embodiment of democracy and openness.

As public libraries have rapidly evolved over the past decade, some of the newer roles they have undertaken have an impact on the spaces within the branch library. Public library branches are places in which information is converted to knowledge, the community comes together to foster creativity and develop content, and people engage in public discussions about topics vital to themselves and the community in general. These new roles require new technologies, collections, and other resources. They call for bold concepts for the branch library facility so that it can meet current and future needs in response to ever-evolving roles.

The following approaches are ways in which libraries can respond to the key areas of evolution identified by the Center for the Future of Libraries:

COMMUNITY COMMONS   [SOCIETY]
The public library as the third place, a community commons.

› Increased need for flexible community spaces.
› Common area amenities such as food cafes and vending machines.
› Casual seating in flexible/movable seating patterns.
› More electrical outlets and power stations to support increased use of mobile technology.
› Flexible displays supporting recreational reading and easy downloads.

COMMUNITY-CENTERED   [SOCIETY]
Emphasis on community collections and community pride.
› Integration and use of local experts in community programs and offerings.
› Local collections and local authors.
› Digital/physical exhibits showcasing local history, local authors, local makers (artist, creators, and fabricators), and culture.
› Providing physical/digital displays for young writers and artists to showcase young local talent.

LEARNING & CREATION SPACES   [TECHNOLOGY]
Providing digital technology and resources to support digital media creation for people of all ages.
› Flexible lab spaces/pods that can accommodate media creation (e.g., video production, music production, and visual media production).
› Partnerships with local tech entrepreneurs for

programs and classes.

› Support the continually evolving ways younger users are accessing information in digital and traditional formats.

THE UBIQUITOUS LIBRARY   *[TECHNOLOGY]*

Increased use of location-aware/GPS tools to support library services (the "library in your pocket").

› Smart wallets for payment of fines and fees.
› Virtual library cards for circulation and program attendance.
› Wayfinding aids that are location-aware/GPS enabled.
› Increased use of mobile applications for service delivery.

INTELLECTUAL CAPITAL   *[EDUCATION]*

Harnessing and stimulating innovation, ideas, and intellectual capacity as libraries become places for learning, meeting, and creating.

› Increased program emphasis on new ideas and innovation (e.g., TED Talks and Code Camps).
› Increased need for flexible program and theater space to host events (capacity for 50-100+).
› Group workspaces and individual study areas.
› Community space for creation and fabrication of ideas.

MAXIMIZE EXISTING FACILITIES
[ENVIRONMENT]

Utilizing and repurposing existing facilities to leverage invested capital and development while addressing continually changing needs for housing materials, facilitating dialogue with library staff, and responsiveness to new balances of physical materials, flexible programming space, study and collaboration space, hands-on learning environments, and the retention of quiet spaces for reading and reflection.

› Protecting acoustic separation of active and quiet spaces.
› Utilize collection analysis to identify opportunities to regain square footage for other uses.
› Avoid over-specificity in renovation and construction to allow for gradual changes as use patterns change over time.

ECONOMIC DEVELOPMENT DRIVER *[ECONOMICS]*

Next steps beyond workforce development and educational development.

› Space for community educational partners (e.g., college support programs, advanced degree support, skill/trade development, and online courses).
› Flexible space for community trainings and workshops.
› Meeting local economic development needs through partnerships and workshops.

› ESL classes and GED classes in person and online.

LITERACY SKILLS & LIFE SKILLS   *[DEMOGRAPHICS]*

Library as a central resource and an essential partner in developing and nurturing literacy in all of its forms.

› Early literacy programs and facilities for children and parents.
› Homework spaces and services for K-12 students.
› Digital literacy services and labs.
› Lifelong learning opportunities.

System Summary

System Summary

System Service Areas

A 2 mile service radius is used around branch libraries of Ramsey County, and a 4 mile service radius for the regional libraries. Statistics are listed for each town overall.

SERVICE AREAS FOR RAMSEY COUNTY LIBRARY
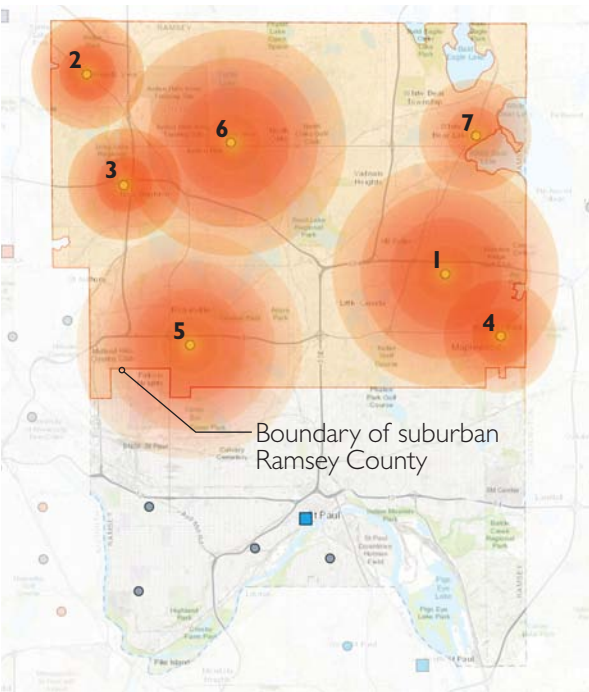
Boundary of suburban Ramsey County

1. RCL-Maplewood
2. RCL-Mounds View
3. RCL-New Brighton
4. RCL-North St. Paul
5. RCL-Roseville
6. RCL-Shoreview
7. RCL-White Bear Lake

Maps adapted from IMLS Digital Inclusion Survey
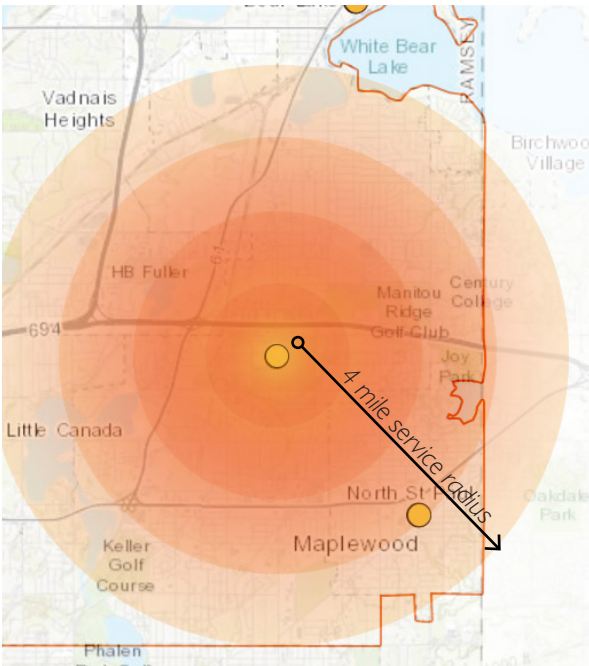
1. RCL-Maplewood   *Constructed in 2007*

For Maplewood:

Population (2017)	40,127
Median age	38.7
Median household income	$63,941
Race & Ethnicity	64% White / 14.9% Asian / 9.24% Black / 7.59% Hispanic
Percent of non-English speaking residents	19.6% of residents (Top languages: Hmong, Spanish, African)
Poverty	8.72%
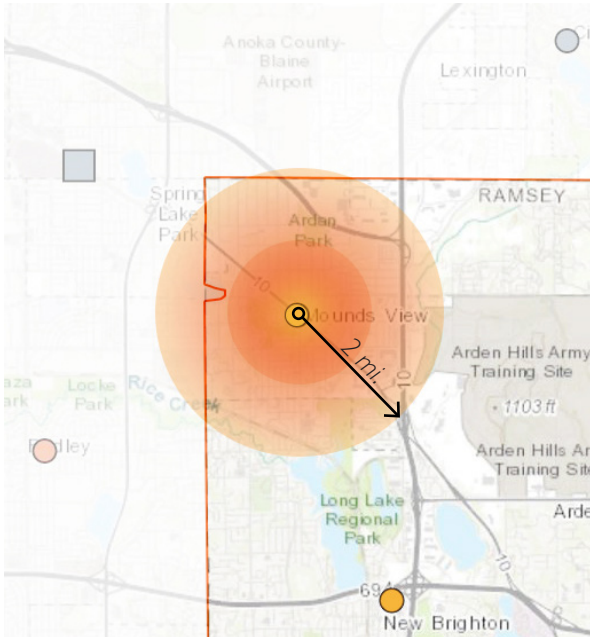
2. RCL-Mounds View   *Constructed in 1990*

For Mounds View:

Population (2017)	12,872
Median age	36.6
Median household income	$60,184
Race & Ethnicity	75.5% White / 7.9% Asian / 5.8% Hispanic / 5.5% Black
Percent of non-English speaking residents	13.7% (Spanish, Hmong, African, Tagalog)
Poverty	10.3%
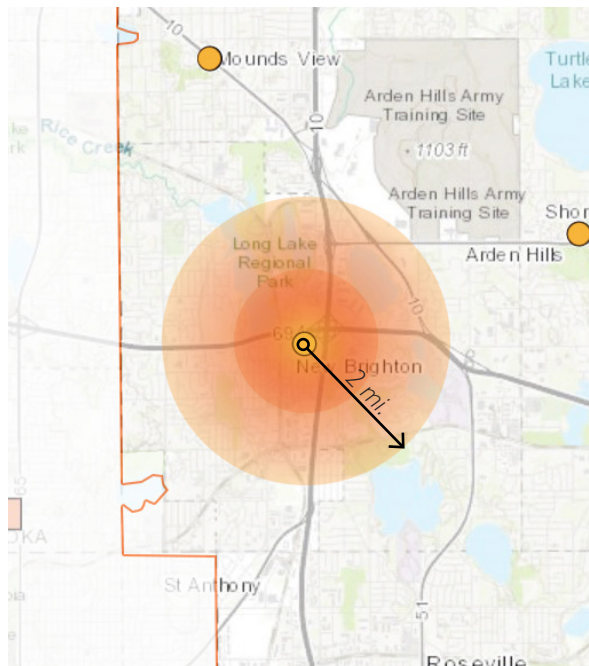
3. RCL-New Brighton   *Constructed in 2011*

For New Brighton:

Population (2017)	22,440
Median age	39.2
Median household income	$68,775
Race & Ethnicity	77.8% White / 7.9% Black / 7.9% Hispanic / 5.2% Asian
Percent of non-English speaking residents	15.5% (African, Spanish, Chinese, Tagalog, Arabic)
Poverty Rate	11.8%
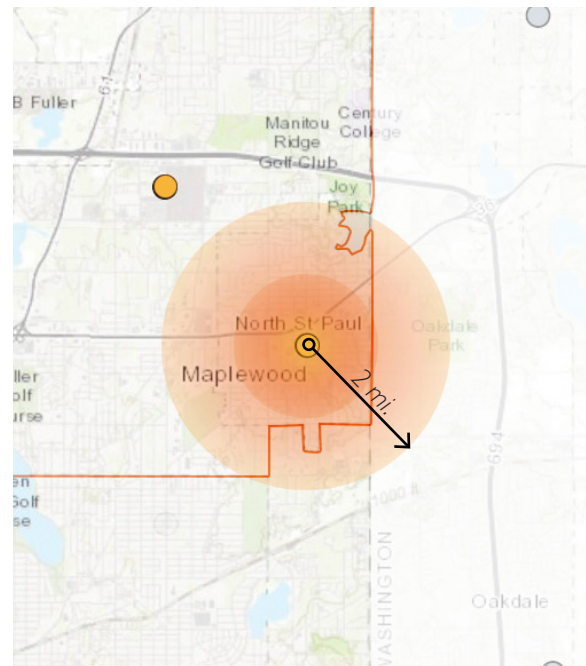
4. RCL-North St. Paul   *Constructed in 2005*

For North St. Paul:

Population (2017)	12,241
Median age	37.4
Median household income	$61,225
Race & Ethnicity	73.3% White / 9.4% Asian / 9.0% Black / 4.9% Hispanic
Percent of non-English speaking residents	15.2% (Hmong, Spanish, Arabic, African)
Poverty Rate	9.7%
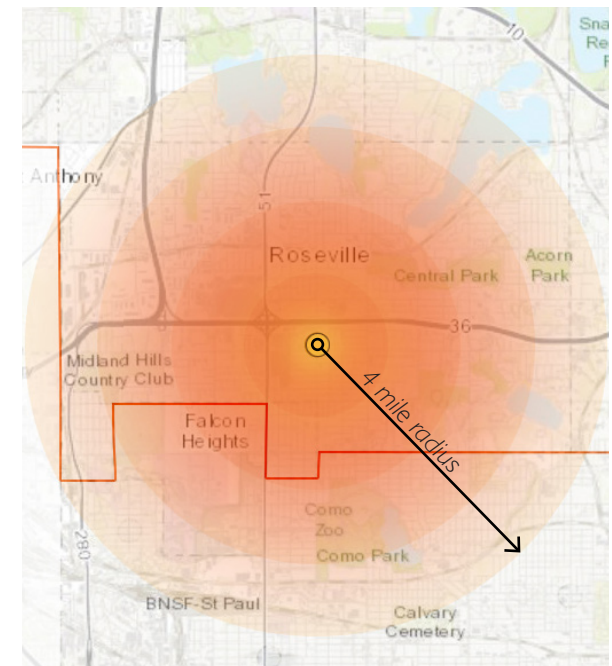
5. RCL-Roseville   *Constructed in 1993, Renovated in 2010*

For Roseville:

Population (2017)	69,180
Median age	40.1
Median household income	$62,000
Race & Ethnicity	78.6% White / 8.9% Asian / 6.6% Black / 4.7% Hispanic
Percent of non-English speaking residents	10% (Spanish, Chinese, Other Asian, African)
Poverty	10.5%

System Summary
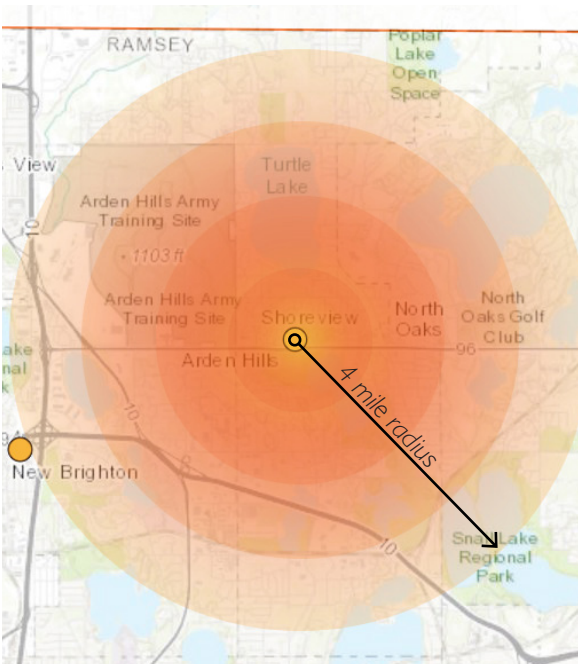
6. RCL-Shoreview   *Constructed in 2017*

For Shoreview:

Population (2017)	26,432
Median age	45.1
Median household income	$84,362
Race & Ethnicity	83.7% White / 8.7% Asian / 3% Hispanic / 2% 2 or more races
Percent of non-English speaking residents	11.9% (Chinese, Spanish, African, Hindi)
Poverty	3.99%
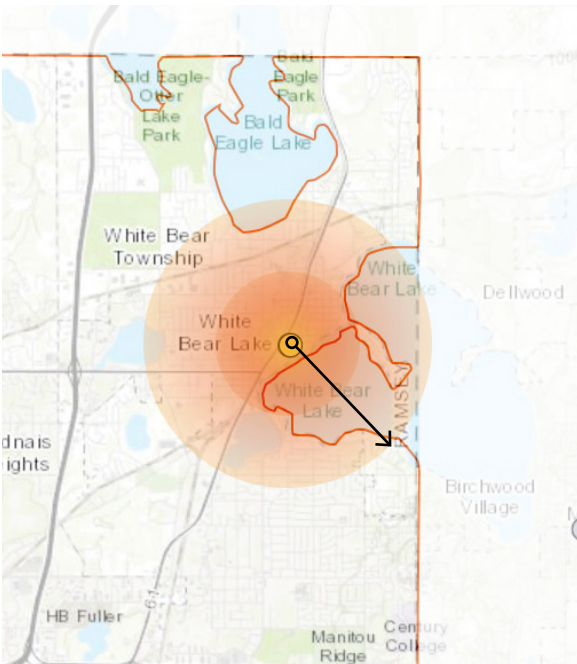
7. RCL-White Bear Lake   *Constr. in 1974, Renovated in 2015*

For White Bear Lake:

Population (2017)	25,411
Median age	41.4
Median household income	$66,662
Race & Ethnicity	87% White / 5.1% Asian / 3% 2 or more races / 2.5% Hispanic
Percent of non-English speaking	6.1% (Hmong, Spanish, Indic)
Poverty	6.2%

Ramsey County Library's current service area strategy is based on an understanding that branch libraries serve citizens within an approximate 2-mile radius, i.e. "within the neighborhood." Regional libraries: Shoreview, Maplewood, and Roseville, are understood as serving a 4-mile radius, with a broader set of materials and services for both local residents, and as a destination resource for patrons across the system. Ramsey County Library also offers reciprocal borrowing for RCL patrons in adjacent library systems, and for those users within RCL.

The current distribution of library facilities reflects placement, where possible, adjacent to heavily-trafficked roads, public transportation service, and other community amenities and destinations. Residents with cars often frequent more than one RCL facility, depending upon needs, because other reasons bring them close by, or because of particular staff or programs.

Which parts of suburban Ramsey County could benefit from re-assessed Ramsey County Library service coverage, whether via recommendations for existing facilities, for pop-up events, vending/holds lockers, or long-range planning? Those that are geographically

Map Showing RCL Service Radii (orange) and community center locations (blue)

LIBRARY PROGRAMMING AND TECHNOLOGY PARTNERSHIPS WITH COMMUNITY CENTERS

Ramsey County Library has existing partnerships with municipal community centers at several of their branches and RCL-New Brighton is imbedded in the New Brighton Community Center and Eagles Nest Indoor Playground. Users have noted the convenience of proximity in being able to efficiently plan their day around the ease of "one-stop shopping."

RCL survey responders who list **New Brighton** as their primary library said the following **impacts** their **library visit:**

"**Convenience**. We **always come** if the library is **open** and we are at the community center."

"I **exercise** at the **New Brighton Community Center,** so I love having the library there ... to [easily] **drop off and pick up books** and DVDs. The staff is wonderful, very helpful."
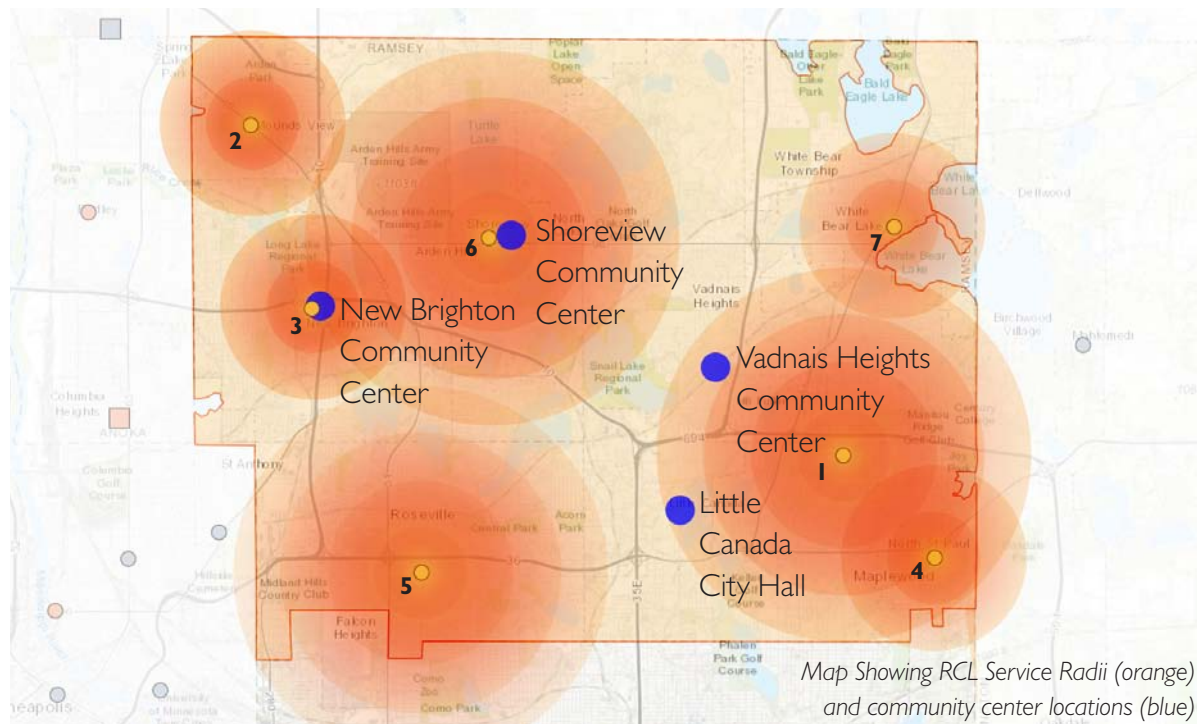
outside or at the perimeter of RCL coverage: Little Canada, southwestern Maplewood, western New Brighton, or those that have the highest population density within the county, on average 34% higher than the county average: Mounds View, New Brighton, White Bear Lake, and North Saint Paul. Some of these locations already have a Ramsey County Library facility, with specific detailed recommendations in this report;

areas currently outside or beyond existing service areas could benefit from additional study to identify specific library needs, and to explore how best Ramsey County Library could serve these locations.

System Summary

Library Usage Statistics

USERS

From internal benchmarking in the fall of 2018, the Ramsey County Library system has 274,231 cardholders, which is the highest number of cardholders amongst a group of 25 national public library systems of similar service populations, for whom the average number of cardholders is 132,799.

Ramsey County also leads their national peers and the 7-county metro area in visits per capita, at a rate of 6.46, compared to a MELSA average of 4.30 and a Hennepin County visit per capita of 4.35. The Saint Paul Public Library does have a higher visit per capita at 7.14, though this likely reflects the increased population density within the downtown area. Referencing Library Journal's America's All-Star Libraries, amongst peers with the same number of stars (3) and within the same operating expenditure range (10$-$29.9m), Ramsey County Library is just below the average for this group of ten libraries, which is 7.0 visits per capita.

Similar to national trends for the same period: fewer people physically visited Ramsey County Libraries in 2016 than 2013, with physical visits down nearly 8%. Virtual visits remain mostly steady, with a 1% increase since 2013.

PROGRAMS

Engagement in library programs continues to grow: RCL has nearly double the program attendance than their local peer libraries.

Program Attendance per Capita

RCL	0.46
HCL	0.17
MELSA	0.25
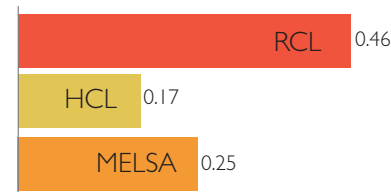
Program Growth 2015-2017

Program Quantity	Program Participation
+49%	+30%
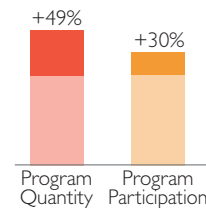
Two programs: the Kindergarten Card Program and the Student Access Card program as part of the ConnectED Challenge, reach students across the county through partnerships and events with Ramsey County school systems to facilitate library-card sign-up, to provide information about RCL materials and resources, and to drive visitorship and use of the libraries facilities.

> "We visit often for **programs** in the **summer** but less during the school year. We would **love more programs** open **during the school year. Weekends or off school days accommodating different district schedules** would be the best times. **Advertise with school districts**." *- RCL-Maplewood Library user*

Ramsey County Library is investing in program development, with an increase of 49% in program quantity from 2015-2017, leading to an increase in program participation of 30% during that same period.

2017 Program Highlights

- **Storytime:** 32,480 attendees for the year
- **Elementary Age:** 4,166 attendees at STEAM programs and 1,352 attendees at makerspace labs
- **Teens:** 17,000 attendees at 1,400 teen programs
- **Adults:** 16,000 attendees including 2,400 attending adult digital literacy, and 3,250 attending "Life Skills" programs
- **Social Issues:** Doubling of attendance to 8,217 at race, social issues, and cultural programs

Program quantity and attendance relates to facility size and service population. RCL regional facilities: Roseville, Shoreview, and Maplewood, provide a greater number of annual programs than branch facilities, though the average attendance at programs is quite similar: 28 people/program at regional libraries and 32 people/program at branch libraries. The average attendance at branch facilities is higher because White Bear Lake has the highest average program attendance in the system: 44 people/program. Attendance at programs varies: adult attendance is equivalent across the system, with more teen attendees at branch libraries and more children attendees at regional libraries.
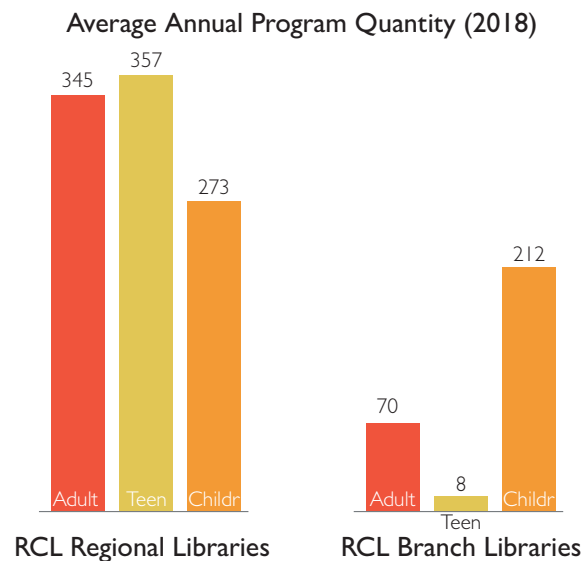
Average Annual Program Quantity (2018)

RCL Regional Libraries: Adult 345, Teen 357, Childr 273

RCL Branch Libraries: Adult 70, Teen 8, Childr 212

> "I work with **adults with mental illness,** and we love when there are **more programs during the day time.**"
> *- RCL-Maplewood Library user*

Of the 2,162 respondents to the user survey completed as part of this planning effort, programs came in as the 6th most-used resource after materials and resources, but were also among the most-commented on items in the survey regarding:

• More program hours during nights/weekends
• More programs for hands-on making for all ages
• More programs for teens and families.
• Programs to connect to community resources
• Programs focused on lifelong learning

Library Services Most Appealing Beyond Regular Library Hours

Print/Copy 26%
New Books 33%
Programs 38%
Holds 49%
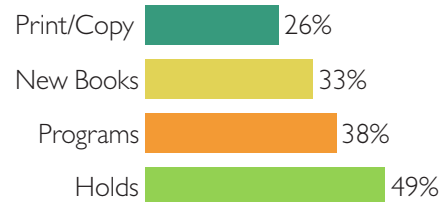
> "Your programs are so popular **there is frequently standing room only.**"
> *- RCL-Roseville Library user*

SERVICES AT NON-LIBRARY LOCATIONS

Survey respondents were asked to identify library services that they would use at a non-library location, as a way to identify opportunities for RCL to explore new methods of service delivery outside of traditional branch facilities. A 65.5% majority of respondents identified returns as being the most-useful service at other locations, while 41.3% would take advantage of being able to pick up hold materials outside of the library.

Those responding via the comment section were split: many felt resources should be directed to facilities proper, while others expressed excitement at the potential convenience of key services in other areas.

RCL Survey Question:
What library services would you use at a non-library location (for example, at grocery store, gym, and/or school)? Choose as many as apply.

Holds 41%
New Books 24%
Computer Station 24%
Library Calendar 23%
Returns 66%
Other 5%
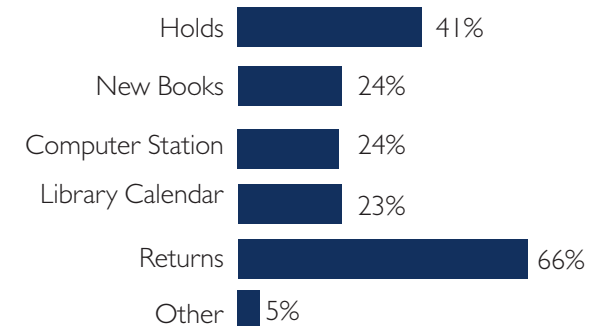
System Summary

Operations

OVERVIEW

During this process the design team has also received input and feedback about other components of Ramsey County Library services and operations, whether through the branch staff sessions, through the user surveys and participation boards, or anecdotally in passing during our visits to library branches.

As there were no established goals to address broad operations as part of this project, this section serves as a summary of commentary received, with more generalized suggestions for ways in which RCL could follow up to better identify, define, and prioritize consideration of and response to these issues.

STAFFING

While there are discrete staffing issues per branch that relate to each branch's operations, operating hours, and physical setup, a few common issues were raised by staff voices across the system: expectations by patrons that all staff can answer all questions (service, reference, technology). These expectations are set by visibility of certain service desks to main paths of travel and in some cases to lack of clarity amongst staff about who best to direct patrons to for given questions, sometimes resulting in "ping-pong" of sending patrons from desk to desk.

EQUITY

RCL seeks to advance equity in service, representation, materials, and programming so that library spaces and services reflect the broader demographics of Ramsey County.

- Equity as an issue within RCL is seen relating to race, to culture, to gender identity, to orientation, to age, to physical or cognitive differences.
- RCL weaves equity and inclusion into all operations including collections development, programming, partnerships, staff training, and communications.
- Currently RCL uses artwork as one vehicle to communicate cultural inclusion, but the degree to which this occurs varies by branch, and is one item that is mentioned as valuable by patrons in RCL surveys.
- Community-sharing programming such as international potlucks, have provided a vehicle for patrons to connect across the common ground of food through a method that is more interactive that lectures.
- While non-English speakers are a relative minority in the county, they are well-represented in RCL patronage, and finding the right degree of services, materials, and programming in different languages (which to choose, how to market?) bears further consideration. Patrons and staff noted that in some cases adults may not yet speak English and rely on their children to serve as translators during library transactions. At the same time, materials and programming in other languages supports native speakers, provides resources for those learning other languages, and also offer second and third generation immigrants the chance to connect to their culture and history in the language of their family and ancestors.
- The 2017 "All Are Welcome" survey by RCL explored the degree to which the library, its collections, and its programs are truly welcome to all. Survey respondents overwhelmingly agreed that library staff and buildings are welcoming, and while the website and programs are generally seen as welcoming, these were areas identified as needing greater investment for ease of use, and diversity of representation, respectively.

Collection Analysis

Collection Analysis

Collections Introduction

A major part of creating a library building program is understanding the collection requirements both now and into the future. Working with key library staff, RCL provided collection data for all seven branch locations. The design team analyzed this provided data, as well as the existing collection by sub-part, based upon current total holdings and the provided turnover rates. Using this data, the team made recommendations for adjustments in certain collection types, and projections for future circulation rates. Further, the ideal collection housing (shelving style and height, display, bins) was taken into account. This analysis allowed the team to calculate how much library shelving should be provided in the facility for each collection, and how this fresh perspective offerings opportunities for revised seating, study, and collaboration space.

Turnover rate is an average measure of activity for a library's distinct collection categories. It is defined as the number of times each unit of a collection would have circulated during the year, if circulation was spread evenly throughout the collection. While this is an averaged number for collections and subcollections, it does represent a measure of popularity: such materials are either in demand, appealing, easily accessed and visible, easily searched or browsed via the library's catalog or some combination thereof, though that supporting data is typically not tracked but could be understood through additional library-initiated analysis.

For example, RCL's data shows that Maplewood's Adult Collection (155,207 volumes) circlauted 3.2 times during 2017; this doesn't necessarily mean that every single item actually was checked out 3.2 times, but that for the collection as a whole, the average circulation was 3.2. Some items will have circulated far more times than that, and some items will have remained in the library and not circulated.

A turnover rate less than 1 indicates resources that sit for the most part uncirculated and remain on shelves. For public libraries a healthy turnover rate ranges between 2.5 and 3.5 on average, with those collections with turnovers above 3.0 indicating a more frequently-used collection.

Understanding turnover rates across branch locations within the RCL system allows general analysis and comparison of collection use. The comparative data can be used to strategically to manage collections to better align with usage patterns and desires.

As the nature of library service continue to evolve over time, it is important to reflect that any trends indicating decreasing circulation or collection turnover rates reflect increasing utilization of other library

RCL-Roseville (MSR)

services, that the consistency of these numbers over time may appear volatile, and may best be understood at the branch level in respect to detailed understanding of particular user bases.

Circulation Factor is best understood as an "in-circulation" factor: a measure of the quantity of a specific collection in circulation, and thus off-the-shelf and out of the library, at a given time.

For example, typical circulation rates for Adult Fiction is 30% whereas Adult New Books is 50%: Adult New Books are popular and oft-requested - out of that collection in an average best-case scenario 50% of volumes are off the shelf at any one point. This number is used to determine the number of shelves required for a collection type as well as to identify when a collection is not circulating as often as might be expected.

The design team recommends that Ramsey County Library utilize circulation factor data to assist in identifying collections that are low or non-circulating, to allow for assessment system-wide of how best to circulate materials, and to identify potential opportunities for balancing under-utilized collections with increased space for study and reading.

GENERAL SHELVING OBSERVATIONS

Throughout the RCL branch locations there are some similarities in how collections are handled. These similarities are interesting to note: for example, at many of the branch locations the bottom shelf is rarely used to house materials when the shelving is 6 shelves or higher. The media collection is typically housed in mostly overcrowded, low millwork units rather than on shelving. At most locations, the Children's collection is stored and displayed in millwork bookbins

which are sized for easy browsing by both children and adults. Overall, shelving units, including book ends, are in relatively good physical condition throughout the system, with expected wear and aging at the floor.

RCL branch locations have found unique ways to address collection storage including different ways of featuring popular and new book collections. For example: popular materials such as new release DVDs can be rented and are prominently featured at the Maplewood branch, while in North St. Paul, most of their collection is located on bookcases rather than on typical adjustable library shelving.

Collection Analysis

Detailed Collections Analysis

The adjacent data evaluates turnover rates only, was provided by RCL, and analyzed by MSR Design. To contextualize per-branch performance, an analysis of average turnover rates across the system for each subcollection is provided; as a metro, state, and nationwide leader in overall circulation, it is unsurprising that the overall collection turnover average within the Ramsey County Library system is a high 5.1. This number is high in part because of the 11.4 average turnover rate for media throughout the system (videogames, DVDs, CDs), although print circulation (combined adult, youth, and children's) has a very healthy system-wide average turnover rate of 4.3.

In the detailed per-branch matrix: pink boxes indicate when the turnover average meets or exceeds the overall RCL system average for that collection type. Orange boxes indicate turnover rates that fall below the RCL system average. Highlights per branch:

- Roseville's circulation for all collection types meets or exceeds the RCL system-wide turnover average.

- Roseville and Shoreview lead turnover rates across a majority of collection categories, with turnover rates that are between 20% and 200% higher than at other facilities.

- White Bear Lake falls below RCL's turnover

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
1	**Adult Collection**	843,139	238,255	3.6	26%
2	**Large Print**	31,681	7,496	4.0	1%
3	**Juvenile Collection**	1,031,510	151,917	5.8	32%
4	**YA Collection**	67,869	21,224	3.2	2%
5	**Graphic Novels**	120,219	22,779	5.0	4%
6	**Videogames**	34,641	2,559	12.0	1%
7	**Media**	1,094,265	101,473	10.8	34%
8	**Energy Meters**	313	93	3.0	0%
9	**Periodicals**	41,995	15,691	3.0	1%
10	**Maps**	131	92	0.7	0%
	TOTALS	3,265,763	561,579	5.1	

average in every collection, and as a branch has collection turnover that is 30% lower than system averages, except for Energy Meters, which circulate at a rate similar to Shoreview, both slightly higher than average.

- Mounds View falls below RCL's turnover average in all collections (on average 25% lower) except for Video Games (for which turnover is 7% higher

than the RCL system average).

- Turnover at Maplewood and Shoreview varies by collection, but with similar amounts of the collection equal to system average turnovers.

- Turnover rates at New Brighton and North St. Paul each have a few higher-than average categories, so these lead the system in circulation behind Roseville.

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
1	**Adult Collection**	843,139	238,255	3.6	26%
	MAPLEWOOD	155,207	47,845	3.2	
	MOUNDS VIEW	32,000	12,729	2.5	
	NEW BRIGHTON	63,803	13,075	4.9	
	NORTH ST. PAUL	24,145	5,406	4.5	
	ROSEVILLE	345,757	89,214	3.9	
	SHOREVIEW	143,236	39,727	3.6	
	WHITE BEAR LAKE	78,991	30,259	2.6	
2	**Large Print**	31,681	7,496	4.0	1%
	MAPLEWOOD	6,790	1,683	4.0	
	MOUNDS VIEW	1,268	411	3.1	
	NEW BRIGHTON	2,184	533	4.1	
	NORTH ST. PAUL	1,163	285	4.1	
	ROSEVILLE	13,513	2,783	4.9	
	SHOREVIEW	4,605	844	5.5	
	WHITE BEAR LAKE	2,158	957	2.3	

- Large Print has a slightly higher turnover rate than the adult collection as a whole, but represents one of the smallest proportions of total circulation (1%) given its small holding size (7,496).

- The Juvenile Collection represents 32% of RCL's circulation, and is the highest-circulating print collection at an average turnover rate of 5.8, though both Roseville and Shoreview far exceed this rate (9.2 and 8.3, respectively).

Circulation Analysis for RCL system overall and with detail by branch. Continues on the following page for additional collection areas.

Collection Analysis

Turnover values for each collection informs an understanding of general circulation within the Ramsey County Library system: as a whole, collections are circulating at generally healthy rates. Collections with high turnover rates (>4) suggest collections that would benefit from deeper review using the Circulation Factor method, to provide a detailed picture of which materials are actually circulating, at which branches, and whether there is a need for additional material purchasing. These include: Large Print (4.0), Graphic Novels (5.0), Juvenile (5.8), Media (10.8), and Videogames (12.0). This secondary analysis will show how much of each sub collection is frequently circulating.

Per branch, and system-wide, RCL collections and facilities will benefit from sustaining their strategic collection weeding and re-investment. With the low turnover rates at some branches, the next step is to better understand circulation using the Circulation Factor method, to explore ways to better connect users with materials to encourage circulation, and as a final measure, to explore whether strategic weeding will offer additional space for studying and reading.

Storage of media in large millwork fixtures is less efficient than storing on conventional library shelving; there are shelving units with pull out drawers that offer

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
3	**Juvenile Collection**	1,031,510	151,917	5.8	32%
	MAPLEWOOD	144,955	28,108	5.2	
	MOUNDS VIEW	52,081	13,833	3.8	
	NEW BRIGHTON	72,030	13,649	5.3	
	NORTH ST. PAUL	23,335	6,322	3.7	
	ROSEVILLE	436,285	47,366	9.2	
	SHOREVIEW	204,720	24,705	8.3	
	WHITE BEAR LAKE	98,104	17,934	5.5	
4	**YA Collection**	67,869	21,224	3.2	2%
	MAPLEWOOD	11,616	4,579	2.5	
	MOUNDS VIEW	3,768	1,426	2.6	
	NEW BRIGHTON	6,200	1,579	3.9	
	NORTH ST. PAUL	1,773	459	3.9	
	ROSEVILLE	24,412	6,970	3.5	
	SHOREVIEW	14,950	3,929	3.8	
	WHITE BEAR LAKE	5,150	2,282	2.3	
5	**Graphic Novels**	120,219	22,779	5.0	4%
	MAPLEWOOD	22,974	5,274	4.4	
	MOUNDS VIEW	7,907	2,225	3.6	
	NEW BRIGHTON	8,962	2,053	4.4	
	NORTH ST. PAUL	5,210	882	5.9	
	ROSEVILLE	45,873	6,514	7.0	
	SHOREVIEW	21,487	3,502	6.1	
	WHITE BEAR LAKE	7,806	2,329	3.4	

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
6	**Videogames**	34,641	2,559	12.0	1%
	MAPLEWOOD	7,704	542	14.2	
	MOUNDS VIEW	2,893	224	12.9	
	NEW BRIGHTON	1,759	218	8.1	
	NORTH ST. PAUL	883	103	8.6	
	ROSEVILLE	12,700	753	16.9	
	SHOREVIEW	5,770	446	12.9	
	WHITE BEAR LAKE	2,932	273	10.7	

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
7	**Media**	1,094,265	101,473	10.8	34%
	Juvenile DVDs	196,837	14,453	12.3	
	MAPLEWOOD	38,699	2,763	14.0	
	MOUNDS VIEW	10,782	1,578	6.8	
	NEW BRIGHTON	14,760	1,599	9.2	
	NORTH ST. PAUL	7,620	798	9.5	
	ROSEVILLE	66,406	2,999	22.1	
	SHOREVIEW	36,669	2,622	14.0	
	WHITE BEAR LAKE	21,901	2,094	10.5	
	Adult DVDs	682,070	50,622	12.9	
	MAPLEWOOD	144,949	10,889	13.3	
	MOUNDS VIEW	37,432	3,748	10.0	
	NEW BRIGHTON	49,197	2,873	17.1	
	NORTH ST. PAUL	36,621	2,670	13.7	
	ROSEVILLE	275,750	15,269	18.1	
	SHOREVIEW	84,345	8,286	10.2	
	WHITE BEAR LAKE	53,776	6,887	7.8	

similar browsing ease in a more compact footrpint. The flexibility of the existing millwork units is less than typical library shelving, and at many branches, occupies valuable square footage. By strategically weeding collection and rethinking how shelving is utilized, this allows for greater floor space to support other library uses including reading, studying, collaboration, and programming without requiring substantial physical redevelopment.

Collection Analysis

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
7	**Media** cont.	1,094,265	101,473	10.8	34%
	TB / CD	107,066	14,935	6.1	
	MAPLEWOOD	21,053	2,832	7.4	
	MOUNDS VIEW	4,567	1,056	4.3	
	NEW BRIGHTON	6,102	1,045	5.8	
	NORTH ST. PAUL	2,444	743	3.3	
	ROSEVILLE	44,250	5,070	8.7	
	SHOREVIEW	19,816	2,492	8.0	
	WHITE BEAR LAKE	8,834	1,697	5.2	
	CD	108,292	21,463	4.5	
	MAPLEWOOD	24,220	4,239	5.7	
	MOUNDS VIEW	6,512	1,808	3.6	
	NEW BRIGHTON	4,099	1,237	3.3	
	NORTH ST. PAUL	5,598	1,075	5.2	
	ROSEVILLE	47,805	7,999	6.0	
	SHOREVIEW	12,341	3,111	4.0	
	WHITE BEAR LAKE	7,717	1,994	3.9	

		Circulation (2017)	Current Holdings (2017)	Current Turnover (Average circ/year)	% of Total Circulation
8	**Energy Meters**	313	93	3.0	0%
	MAPLEWOOD	30	26	1.2	
	MOUNDS VIEW	9	4	2.3	
	NEW BRIGHTON	7	7	1.0	
	NORTH ST. PAUL	7	3	2.3	
	ROSEVILLE	158	30	5.3	
	SHOREVIEW	54	12	4.5	
	WHITE BEAR LAKE	48	11	4.4	
9	**Periodicals**	41,995	15,691	3.0	1%
	MAPLEWOOD	5,170	3,255	1.6	
	MOUNDS VIEW	2,027	1,053	1.9	
	NEW BRIGHTON	4,131	688	6.0	
	NORTH ST. PAUL	3,538	905	3.9	
	ROSEVILLE	17,594	5,589	3.1	
	SHOREVIEW	6,701	2,857	2.3	
	WHITE BEAR LAKE	2,834	1,344	2.1	
10	**Maps**	131	92	0.7	0%
	MAPLEWOOD	9	4	2.3	
	MOUNDS VIEW	7	0	0.0	
	NEW BRIGHTON	0	0	0.0	
	NORTH ST. PAUL	1	3	0.3	
	ROSEVILLE	97	56	1.7	
	SHOREVIEW	15	29	0.5	
	WHITE BEAR LAKE	2	0	0.0	

Digital Services

Digital Services

Digital Services Assessment

The Ramsey County Library has a dedicated, passionate, and knowledgeable Digital Services team. This group leads RCL in providing consistency of digital service and access, in offering a range of learning, engagement, and collaboration avenues, and in continuing to provide library resources that encourage lifelong learning at all ages and skill levels.

This group has been developing and managing content in two ways: practical and discrete, related to specific technical issues and service delivery, and more broadly based visioning about digital services operations. In the last year, the team's public service dimension has grown, with librarians and CTEPS joining the team to deliver digital literacy and maker programs. The team collaborates on the selection and management of digital assets and the provision of digital services to the public and to staff. During a technology-focused working session as part of this process, three goals were set for Digital Services that pivots focus from technical support to patron-focus:

- **Support individual and co-working:** provide a more holistic and less ad-hoc support for freelance and co-working patrons re: physical environment and resources, and technical resources.

- **Increase educational offerings:** continue the RCL tradition of supporting learning for all ages via platforms and resources that encourage self-discovery, offer incremental learning, and connect patrons with resources and knowledge across many learning areas.

- **Focus on discovery:** contribute to the Ramsey County Library as a place for exposure to new skills, and to be a resource for materials that encourage curiosity about learning and hands-on making.

Planning and investment is already in process towards these goals, and others in support of browsing, wayfinding, access to digital resources, and user interface for the RCL website. Web platform updates are needed and currently in development to provide better discovery and a more responsive display of resources.

A source of constant comment within the system, including via the outreach methods used during this process, is the request for additional access to tech resources: whether for more tech labs or for more one-on-one assistance. As with most public libraries, these requests have an endless source, so organizations must be strategic in expanding services by balancing that financial investment, including the need for additional staff hours, with the direct value to patrons within the system.

Other issues under consideration by the Digital Services team include:

- **Digital signage:** existing signage is out of date and lacks ease of use for understanding 'today's events' per branch and system-wide, ease for understanding what's happening in each space, what a current happening event may be, ability to browse for more information. Digital Services acknowledges that funding is available for this scope of work, with the intent of utilizing digital signage to its full capacity; this may entail relocating some units to other locations for increased visibility and use.

- **Languages other than English:** identifying which resources should be available in which languages, and how best to support those offerings over

time, requires focused development. RCL is interested in piloting solutions for quick translation, to facilitate service exchanges and reference responses.

- **Technology for study/meeting rooms:** currently there is one mobile screen and cart per branch, for ease of providing digital support in study/ meeting rooms. RCL Digital Services is exploring other ways of providing technology to support room usage and collaboration. There is interest in a fully-outfitted patron conference room, and this is being considered along with RCL support of business uses.
- **Supporting pop-up library events:** pop-up open library events reach new people in new places, offering laptop use, wi-fi hotspot, and a traveling collection. Digital Services should continue supporting the most useful resources for this outreach.

- **Investments in power infrastructure:** modifications to existing facilities to provide more power locations and more powered furniture to support comfort, mobility, and ease of use.
- **Support for growing Maker programs:** current practices require temporary setup and take-down of delicate equipment in multi-purpose spaces. Digital Services is exploring build-outs to house Maker programs and equipment and improve patron access.

RECOMMENDATIONS

RCL technology should facilitate and encourage learning and exploration both independently and in collaboration. Ramsey County Library Digital Services can continue to focus on visioning, planning, and implementation of a robust technology vision for library service, active learning, collaboration, and integration.

ACTIONS

Explore increasing proportion of budget allocated to technology and electronic expenditures. Focus on: business uses, educational support, and discovery (new skills and RCL resources)

Consider investing in library vending units for a few strategic locations (high-use areas, under-covered areas

within the RCL system) for holds, returns, and select on-demand collections.

Continue developing Maker Spaces at regional libraries and develop all-ages programming to facilitate exploration and independent use. Account for necessary increases in staffing to support planning, implementation, and ongoing development.

Continue strategic investing in tools that enhance the patron's experience and ease of connection with materials and resources: self-checkouts, touchscreens for shelving end caps and wayfinding, tools to support roaming or floating staff, and device loaning.

Implement updates to digital signage system/ infrastructure to better support communication of branch-specific and system-wide events and offerings, etc.

Implement new web platform and catalog discovery layer to improve online content access and responsiveness on all devices.

Peer Benchmarking

Peer Benchmarking

Peer Benchmarking: Introduction

Within a master plan report, benchmarking against peer organizations is used to establish context for an organization's performance, strengths and challenges. This both allows for critical reflection of existing performance while also offering opportunities for visioning and goal-setting in specific areas of improvement and development.

Relevant components of comparison include: service area population, revenue and expenditures (total, collection, electronics), total number of facilities, circulation (overall, children's, electronic materials), total number of staff (total, MLS librarian, and other), and with other data sets: comparison of circulation, e-circulation, visits, and program attendance per capita. These metrics provide an understanding of how different organizations invest in services, and allow for a simple assessment of comparison: equivalent, higher, or lower values.

Overall, Ramsey County Library is a locally and nationally high-performing system across a number of measures including registered users, visits, circulation, and programming. The American Library Association estimates that there are 9,057 public libraries in the United States, and of those, only 257 have earned stars from Library Journal, which scores libraries on per-capita performance. Within that

small number, there are only 4 libraries ranked in the state of Minnesota in 2018: Grand Marais Public Library (5 stars), Ely Public Library (4 stars), Ramsey County (3 stars), and Baudette Public Library (3 stars).

When benchmarking, it is important to contextualize comparisons for relevancy of data: for example, total expenditures have an impact on a library's ability to invest in staff, collections, and technology, so comparison between libraries with different expenditure categories should be circumspect in drawing conclusions.

PEER LIBRARIES: RCL BENCHMARKING: 7-COUNTY METRO AREA

For internal annual benchmarking the Ramsey County Library system compares against peers within MELSA in the 7-county metropolitan area of Minneapolis and Saint Paul:

- Hennepin County
- Washington County
- Anoka County
- Dakota County
- Scott County
- Carver County
- Saint Paul Public Library

Amongst this peer group, Ramsey County Library is similar to the median service population (RCL 231,811, median 258,440), is on the lower end of total facilities (RCL 7, mean 10), is similar to the mean of total expenditures (RCL $10.9m, mean $10.3m), and has a generally higher total circulation (RCL 4.6m items, mean 2.9m items). The relevancy of adjacent counties and MELSA peers are commonalities of geography, service type, overall demographics, and Minnesota context.

PEER LIBRARIES: RCL BENCHMARKING: PEERS

Also used with internal annual benchmarking are the following peers, comparable because of similar service area populations (average 240,602 people), and similar total revenue (average $11.2m).

- Boise Public Library, Idaho
- Capital Area District Libraries, Michigan
- Frederick County Public Libraries, Maryland
- Kitsap Regional Library, Washington
- Lake County Public Library, Indiana
- North Central Regional Library, Washington

While there are some similarities between this group, Ramsey County is on the lower end of total number of facilities (this group averages 11 facilities), so for a smaller overall number of facilities RCL is spending more money and has a higher overall circulation.

PEER LIBRARIES: LIBRARY JOURNAL STAR LIBRARIES

Library Journal, a national print and online publication for public and academic libraries, has an annual ranking of public libraries based on "indicators of library service provision" including library vists, circulation, program attendance, among others. Ramsey County Library is a regularly-ranked library, most recently earning 3 stars out of 5.

Compared to national peers within the same operating budget range, and earning the same number of stars, Ramsey County Library has:

- A smaller number of facilities. (Average for the group is 11, RCL has 7).
- Serves almost 18% more people per facility.
- A circulation per capita which is 50% higher than peers within this same category.
- A similar proportion of expenditures allocated to staff and to collections.

Ramsey County Library's statistics, when reviewed against systems of similar operating expenditure also

recognized as high-performing, validates that RCL achieves a high level of service and performance compared to peers whose systems in general are larger in size, with greater capital budgets.

PEER BENCHMARKING SUMMARY

Across the various categories measured, Ramsey County Library in many cases aligns with peers, and in cases where RCL falls below peer averages, it is often as a result of comparison against systems with either more facilities, higher operating expenditures, or both.

Ramsey County Library is a healthy system, with regular high visitorship, consistently high circulation, and programming that has increased over time and is operating to capacity.

In general, Ramsey County Library is a system that is generally smaller than its Library Journal 3-star peers, meaning that it is operating at an extremely high level to be competitive with systems of greater size and expenditure. This is both an accomplishment to be honored, and an achievement level that should continue to be a guidepost for continued planning and operations.

Peer Benchmarking

Benchmarking Analysis

RCL METRICS FOR COMPARSION

[Reference data for this section is taken from the IMLS Public Libraries Survey (FY 2015, updated Sept 2017), and from Library Journal's America's All Star Libraries 2017.]

As used in the following comparisons, metrics for the Ramsey County Library system as taken from these same datasets are as follows:

Service Area Population:	231,811
Physical Facilities	7
Total Staff:	97.7
MLS Staff:	27.34
Librarian Staff:	29.14
Other Staff:	68.56
Total Revenue:	$11,011,176
Total Expenditures:	$10,922,593
Total Staff Expenditures:	$7,183,813
Electronic Expenditures:	$135,504
Total Collection Expenditures:	$1,005,306
Total Circulation:	4,601,093
Electronic Circulation:	344,169
Circulation per capita:	19.8
eCirc per capita:	1.5
Visits per capita:	6.9
Program attendance per capita:	0.3

PEER LIBRARIES: RCL BENCHMARKING: 7-COUNTY METRO AREA

Amongst the 7-county metro area library systems the Ramsey County Library:

- Has a **slightly smaller service area population**: 231,811 vs. the group mean of 271,608.
- Ranks in the **bottom half** of the group for **physical facilities per capita**: 1 building per 31,519 residents, compared to an average of 1 per 18,907 people for Carver, Scott, and Hennepin County Libraries. **RCL has two fewer facilities than the mean value for this peer group** (10 facilities).
- Excluding Hennepin County as an outlier (it has 6x more staff than the average of this group), RCL has a **similar amount of total staff,** MLS librarian, and librarian staff, as the average of the group. **Staff expenditures are also average**: 66% of total expenditures are allocated to staff costs.
- RCL **spends slightly less on both collection** (9%) and **electronic expenditures** (1%) compared to the group averages (12%, 3% respectively).
- RCL has the **third-highest circulation and e-circulation,** behind Hennepin and Dakota counties.

VISITS PER CAPITA

Visits per capita are 56% higher at Ramsey County Library than for the mean within the Metro Area. The next highest is Carver County, with 5.5 visits per capita.

RCL	6.9
7-CO. METRO	4.4 mean (incl. RCL)
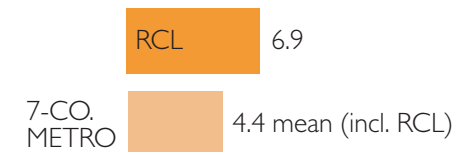
CIRCULATION PER FTE

Circulation per FTE at Ramsey County Library is 36% higher than the mean circ/FTE for MELSA 7-county Metro Area libraries. This reflects a total overall circulation at RCL that is 60% higher than the mean for 7-county metro libraries.

RCL	40,428
7-CO. METRO	29,679 mean (incl. RCL)
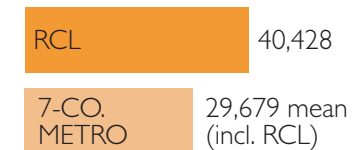
ELECTRONIC EXPENDITURES

Compared to MELSA peers within the 7-County Metro Area, RCL has the third lowest electronic expenditures (behind Scott County ($124k) and Anoka County ($66k)). RCL is spending 1% of its operating budget on electronic expenditures, vs. 3% for peers.

RCL	$135,504*
7-CO. METRO	$257,843 mean**

*This value should be taken in context, as Ramsey County Library's overall electronic expenditures are part of a collective purchasing agreement within MELSA, so this represents direct purchasing only.

** Mean value is used here as Hennepin County has a $2.4m electronic expenditure, which otherwise raises the average for the group to $493,708.

PEER LIBRARIES: RCL BENCHMARKING: PEERS

Library systems within this group are located across the country: from East Coast to Midwest and West Coast, and represent systems with comparable service area populations (240,000 on average) and similar total expenditures ($10.6m on average) and collection expenditures ($1.37m on average). Ramsey County Library differs from this peer group in:

- **Smaller number of facilities:** 7 compared to the average of 11.
- **18% fewer total staff members,** specifically within the MLS Librarian and Other Staff groups.
- **Slightly higher staff expenditures** (5% higher than the group average of $6.8m).
- **Significantly lower electronic expenditures:** around $200,000 less (40% lower than the peer group average of $335,927).
- **Among the highest number of users**, with total **circulation that is 20% higher** than the peer group average, and **e-circ which is 10% higher** than the peer group average.
- Given similarities and differences between RCL and this particular peer group, **RCL is spending more money, with higher circulation, for a smaller number of facilities overall.**

VISITS PER CAPITA

Visits per capita are 35% higher at Ramsey County Library than for the mean of this peer group.

RCL	6.9
PEERS	5.1 mean (excl. RCL)

CIRCULATION PER CAPITA

Ramsey County Library is a consistent leader in circulation, and within this peer group has a circulation per capita that is 90% higher than the peer group mean.

RCL	19.8
PEERS	10.4 mean (excl. RCL)

ELECTRONIC EXPENDITURES

Electronic expenditures for RCL* are 2.4x lower than those for this peer group, though there is an almost $680,000 spread between the highest and lowest electronic expenditures of this group.

RCL	$135,504*
PEERS	$321,762 mean

Existing Facility
Condition
Assessments

Existing Facility Condition Assessments

"**I enjoy the quiet, small intimate space at NSP library.** Great librarians, too. Thanks!"
- *Survey Respondent, RCL-North St. Paul*

"**Need better signage** on Beam Ave and Southlawn and **outside library building so that people can find the library**."
- *Survey Respondent, RCL-Maplewood*

"**Let's use an already new, updated, financed, heated, and conditioned air space building to maximum advantage.** Give people a community indoor space during the...depressing time of the dark winter months of the year."
- *Survey Respondent, RCL-White Bear Lake*

"I think **the big, steep stairway** in the Roseville building **makes it hard for those of us who are not officially handicapped** but somewhat mobility challenged. **One small elevator is not enough."**
- *Survey Respondent, RCL-Roseville*

Existing Conditions Overview

Existing facilities were assessed through site visits for observations about the condition and integrity of the building, of finishes and furnishings and of MEP (mechanical, electrical, plumbing) and lighting systems [refer to full engineering assessment in the Appendix]. Assessments also included review of existing space use and furniture layout within both front-of-house (public) and back-of-house (staff) spaces.

Overall, Ramsey County Library facilities are well-maintained, and given implementation of recommendations from the last facilities master plan, most facilities are relatively recently constructed or renovated, with the exception of Maplewood, which is 12 years old, and Mounds View, which is 29 years old. These facilities have the most pressing issues adversely affecting library programming, services, and use: in the case of Maplewood, substandard environmental acoustics are detrimental to patron and staff experience at all times, and in the case of Mounds View, a facility which given its masonry construction type, does not allow for more standard non-structural interior renovations and replanning of interior spaces to support current collections and program expectations.

As RCL's physical facilities do not have any significant life safety, structural integrity, envelope (roof or exterior

Conditions Assessment Rating Rubric

Good:	Suitable for continued use with normal maintenance. Small number of discrete changes recommended (ex: a single assembly or room).
Satisfactory:	Requires modest renovations to provide acceptable conditions. Focused work recommended to facilitate long-term value.
Fair:	Require focused renovation or new work. Some but not a majority of systems, infrastructure, or finishes have reached end-of-life. Physical conditions are adversely affecting building operations.
Poor:	Requires significant renovation or new work. A majority of systems, infrastructure, or finishes have reached end-of-life. Building can be maintained for a limited duration but physical conditions are adversely affecting building operations, and investment is recommended to update facility.
Unsatisfactory:	Requires major renovation or replacement. Facility in current condition is not meeting program, operation, or quality expectations. Detailed scoping of program and infrastructure may lead to a recommendation for replacement.

wall) integrity issues, or any outstanding accessibility impediments, the chief focus of any new work is to more closely align space use with desired functionality and flexibility for collections, for reading and study space, to facilitate stronger connections between RCL staff and patrons, and for discrete interventions and renovations to resolve issues of acoustics, and to better accommodate new uses.

Existing Facility Condition Assessments

RCL-MAPLEWOOD

Facility Size	31,000 SF
Service Population (Regional: 4 mile radius)*	92,958
Year Built	2007

For all facilities, service population per listed radius taken from IMLS Digital inclusion survey map for nearest U.S. Census block centroids.

Circulation:

Holdings	110,756
Circulation	587,860
Change in circulation over 1 year	-11.1%

Technology:

Public Computers	63
Staff Computers	20
Onsite Laptops	n/a

Staff:

FTE	16.19

Programs

Children's Programs	206
Attendance @ Children's Programs	11,801
Teen Programs	635
Attendance @ Teen Programs	4,942
Adult Programs	276
Attendance @ Adult Programs	1,441

Monument Sign(s)

Building-Mounted Signage

Government Sign(s) (Beam Ave/County Rd D)

0   50   100   200 ft

"**Great library**, our family loves coming here!!"
- *Survey Respondent, RCL-Maplewood*

"I enjoy the **welcoming feeling** I get when I see the **staff** because I know **they will help me without giving up.** Thank you, staff team!!"
- *Survey Respondent, RCL-Maplewood*

"At the Maplewood & Roseville libraries, the **teen sections** can get really **loud after school.** It is **important to have a safe space for kids** after school, but it could be a lot **quieter**."
- *Survey Respondent, RCL-Maplewood*

ASSESSMENT SUMMARY: RCL-MAPLEWOOD

Front of House (Public Spaces):

General Condition:	**Fair to Poor:** Some water damage at fireplace, worn carpet at computer stations and by service desks, issues with lighting levels throughout. Integrity of structure, envelope, and finishes is sound, but environmental issues are regularly impacting quality of place for staff and patrons.
Key Issues:	Overall environmental acoustics; space use re: collections for children's, elementary, and teens, as well as additional study space and maker space; Interiors re: finish and furnishings refresh.
Code Issues:	No major issues documented.

Back of House (Staff Spaces):

General Condition:	**Good:** Overall architectural finishes are in reasonable condition.
Key Issues:	Space Use Opportunities and Furnishings Refresh (Refer to Furnishings section in report).
Code Issues:	No major issues documented.

Exterior:

General Condition:	**Satisfactory:** No major water infiltration issues, some concerns with ice management at building entry, staff safety at rear entrance, pedestrian safety when navigating parking lot, and general wayfinding re: exterior signage.
Key Issues:	Monument sign visibility, overall facility branding/recognition. Pedestrian safety within parking lot, to and at primary building entry.

Exterior Signage: *refer to Signage Section in Report*

Existing Facility Condition Assessments

RCL-MOUNDS VIEW

Facility Size	8,000 SF
Service Population (2 mile radius)	46,696
Year Built	1990

Circulation:

Holdings	39,804
Circulation	162,924
Change in circulation over 1 year	-10.9%

Technology:

Public Computers	21
Staff Computers	9
Onsite Laptops	0

Staff:

FTE	4.2

Programs

Children's Programs	181
Attendance @ Children's Programs	4997
Teen Programs	13
Attendance @ Teen Programs	472
Adult Programs	19
Attendance @ Adult Programs	202
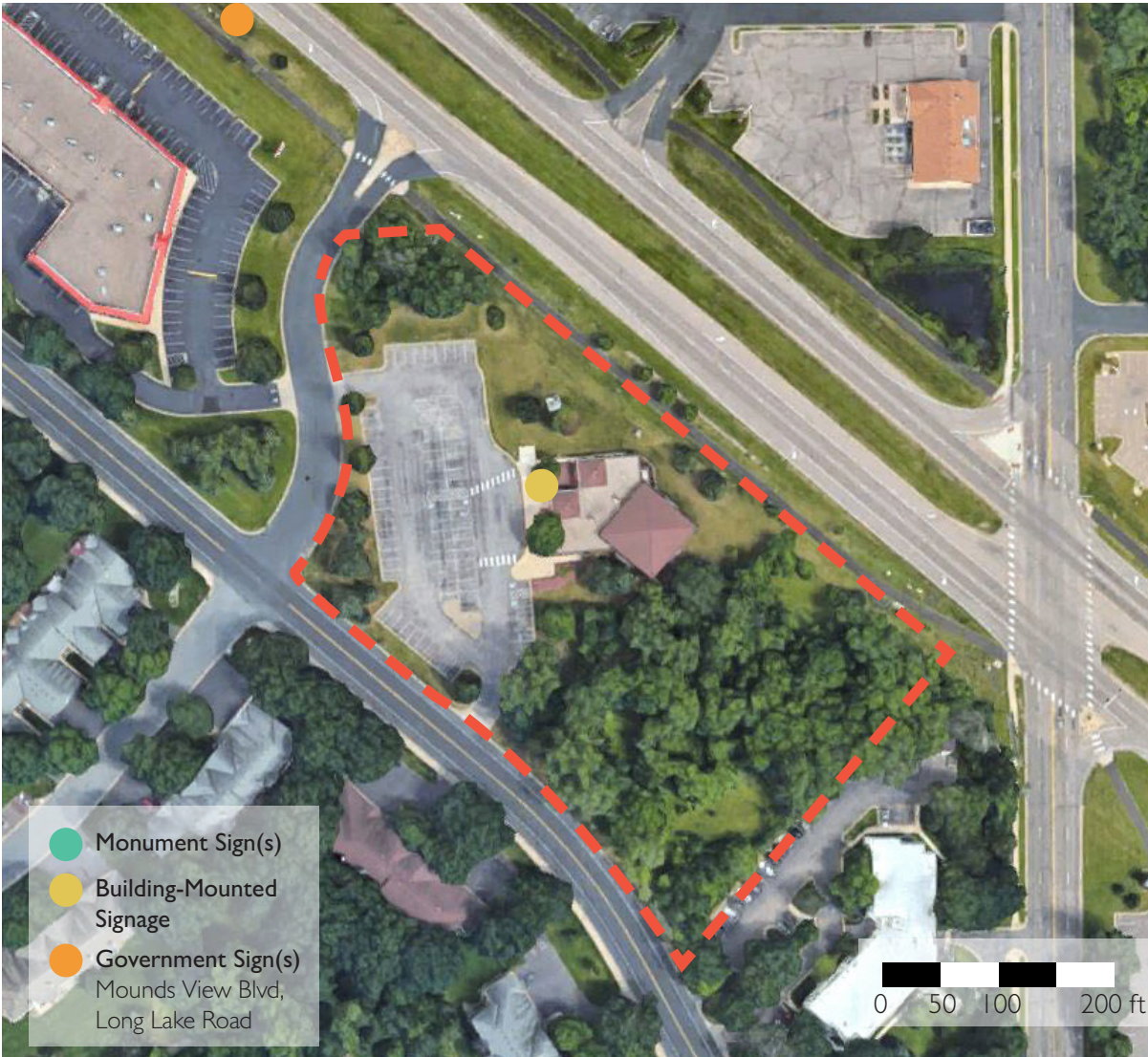
● Monument Sign(s)

● Building-Mounted Signage

● Government Sign(s)
Mounds View Blvd, Long Lake Road

0   50   100   200 ft

"We really liked the **toy/interactive features** at the Roseville library and would like **more of those at the Mounds View** location."
- Survey Respondent, RCL-Mounds View

"[I like that Mounds View is] small and quiet, the staff is helpful, and the decor is not visually overwhelming (I have sensory integration/sensitivity problems). Would like to see more programming for young adult professionals." *- RCL-Mounds View*

"**Enthusiasm** and **availability** of library **staff** creates a **welcoming** presence. "
- Survey Respondent, RCL-Mounds View

ASSESSMENT SUMMARY: RCL-MOUNDS VIEW

Front of House (Public Spaces):

General Condition:	**Fair:** Interior finishes show minimal signs of wear. Some light fixtures require maintenance. No major issues with structure, envelope, or systems. Existing building construction type (masonry) limits flexibility to reconfigure interior to support current program and collections needs.
Key Issues:	Little distinction of collections and reading spaces for children, teens, and adults; service desks limit staff ability to connect with and serve patrons; only two study rooms; meeting room also serves as teen hangout space.
Code Issues:	In general, interior door hardware is non-compliant (knobs require grasping); at some locations approach space at doors is non-compliant.

Back of House (Staff Spaces):

General Condition:	**Fair:** Below-desk mechanical units are both somewhat ineffectual in addressing heat loss against windows, and also uncomfortable for users.
Key Issues:	B.O.H. space configuration does not match current staffing or space needs.
Code Issues:	Door hardware is non-compliant.

Exterior:

General Condition:	**Satisfactory:** No major envelope issues at exterior walls or roof.
Key Issues:	No issues identified. Patrons have identified lack of landscaping and usable outdoor space as a detriment to library usage.

Existing Facility Condition Assessments

RCL-NEW BRIGHTON

Facility Size	6,400 SF
Service Population (2 mile radius)	39,883
Year Built	2011

Circulation:

Holdings	38,120
Circulation	235,549
Change in circulation over 1 year	-7.5%

Technology:

Public Computers	26
Staff Computers	8
Onsite Laptops	n/a

Staff:

FTE	5.94

Programs

Children's Programs	152
Attendance @ Children's Programs	7097
Teen Programs	3
Attendance @ Teen Programs	13
Adult Programs	24
Attendance @ Adult Programs	610

● Monument Sign(s)

● Building-Mounted Signage

● Government Sign(s)
(None identified)

0   50   100   200 ft

"The New Brighton branch is **small but mighty.** If they don't have a book, I just request it online. That's been helpful."
- Survey Respondent, RCL-New Brighton

"It's tough to get to the library at times because I have 3 small children along. The **parking** situation at many of the libraries means we have to walk quite a distance to get to the door."
- Survey Respondent, RCL-New Brighton

"**Warm atmosphere** and **friendly** workers."
- Survey Respondent, RCL-New Brighton

ASSESSMENT SUMMARY: RCL-NEW BRIGHTON

Front of House (Public Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	No major issues noted with building or finishes; book shelves are at capacity, including bottom shelves; space is fully utilized; issues with teen space in the middle of adult areas; no meeting space or collaborative rooms; space for growth and more collections and program space would be utilized.
Code Issues:	No major issues documented.

Back of House (Staff Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	Space Use; Storage; Ergonomics. No room for future growth as staff spaces are at capacity.
Code Issues:	None.

Exterior:

General Condition:	**Good:** No major issues noted.
Key Issues:	None.

Existing Facility Condition Assessments

RCL-NORTH ST. PAUL

Facility Size	2,600 SF
Service Population (2 mile radius)	44,494
Year Built	2005

Circulation:

Holdings	19,373
Circulation	113,961
Change in circulation over 1 year	-0.2

Technology:

Public Computers	16
Staff Computers	4
Onsite Laptops	3

Staff:

FTE	3.1

Programs

Children's Programs	216
Attendance @ Children's Programs	6,442
Teen Programs	188
Attendance @ Teen Programs	435
Adult Programs	10
Attendance @ Adult Programs	54
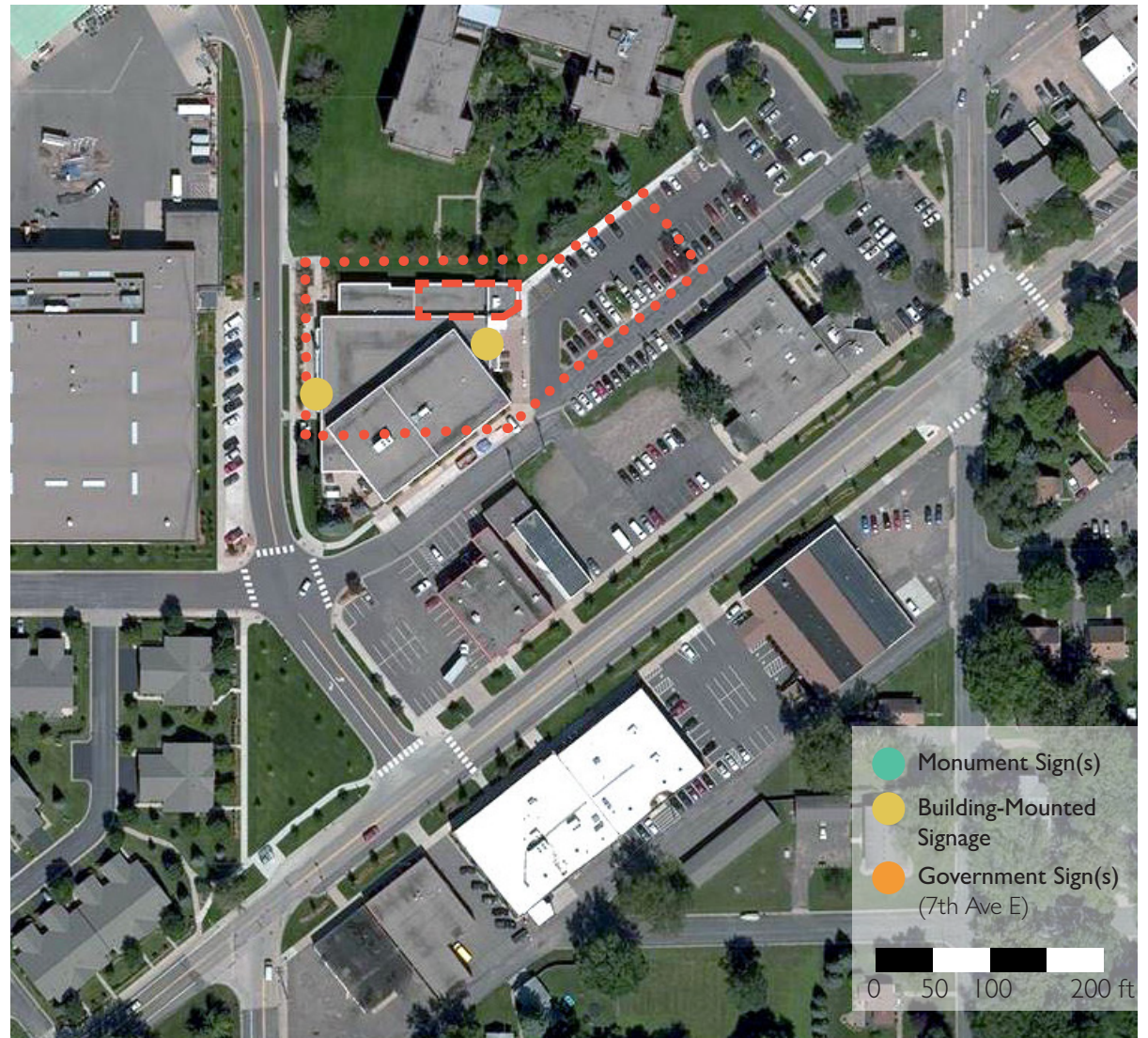
Monument Sign(s)

Building-Mounted Signage

Government Sign(s)
(7th Ave E)

0   50   100   200 ft

"It's a **good distance from my house** and makes for a **nice walk** with my family to check out movies and books."
- Survey Respondent, RCL-North St. Paul

RCL Survey respondent noted that they would like to see, "**more comfortable seating** and **space to hang out**. And, a **drive-up book return**."
- Survey Respondent, RCL-North St. Paul

"I **love** the **small size** of this library. **North St. Paul is my favorite library.**"
- Survey Respondent, RCL-North St. Paul

ASSESSMENT SUMMARY: RCL-NORTH ST. PAUL

Front of House (Public Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	No major issues noted with building or finishes; Space use: RCL is expanding into the previously shared meeting room for use as a dedicated children's area; lack of space for public computers; no space for dedicated programming; no room for growth or adaptation of space for collections, reading areas, and programming.
Code Issues:	No major issues documented.

Back of House (Staff Spaces):

General Condition:	**Satisfactory:** Finishes and systems are in good condition.
Key Issues:	Space use: shared restroom with patrons, and patron visibility to restroom door; no dedicated staff break room - visually and audibly still available to patrons on break; tight work area with overlapping zones for materials processing, printing, etc.
Code Issues:	No major issues documented.

Exterior:

General Condition:	**Good:** No major condition issues noted.
Key Issues:	Security: patrons wait in the vestibule before and after operating hours to use WiFi; homeless use vestibule after hours. Signage and wayfinding to building entry (at "back" of building): regular patrons know there is a library here, but other neighborhood residents do not know the building houses a Ramsey County Library branch.

Existing Facility Condition Assessments

RCL-ROSEVILLE

Facility Size	70,600 SF
Service Population (Regional: 4 mile radius)	206,971
Year Built (1993)	reno 2010

Circulation:

Holdings	192,459
Circulation	1,341,748
Change in circulation over 1 year	-8.1%

Technology:

Public Computers	140
Staff Computers	40
Onsite Laptops	n/a

Staff:

FTE	29.85

Programs

Children's Programs	483
Attendance @ Children's Programs	22,278
Teen Programs	565
Attendance @ Teen Programs	8,002
Adult Programs	582
Attendance @ Adult Programs	10,054
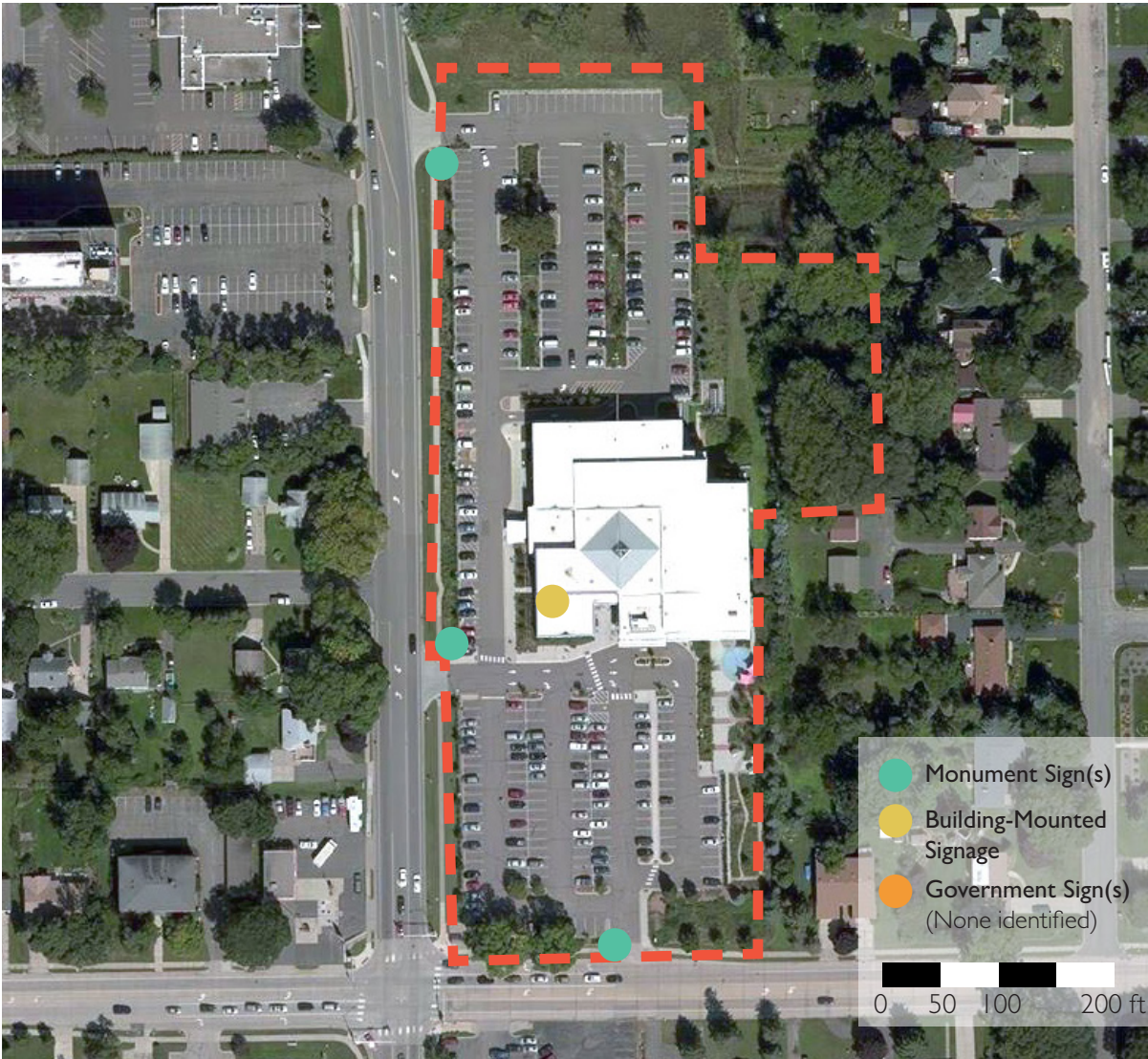
Legend:
- Monument Sign(s)
- Building-Mounted Signage
- Government Sign(s) (None identified)

0 50 100 200 ft

"Personally **wish there were more study rooms** because **I get distracted easily sitting in the open**."
- Survey Respondent, RCL-Roseville

"**More quiet in communal areas.** ... Especially on the first floor of the Roseville location."
- Survey Respondent, RCL-Roseville

"**Great staff at the maker space station.** They are super helpful and have managed to excite my kids about the 3-D printing options. **Thanks for all of your effort.**"
- Survey Respondent, RCL-Roseville

ASSESSMENT SUMMARY: RCL-ROSEVILLE

Front of House (Public Spaces):

General Condition:	**Satisfactory:** Finishes and systems are in overall good condition with specific issues at certain locations: worn pink poly and broken book bins at Children's area, worn green carpet at second floor. Patrons noted issues with overall brightness of spaces and color scheme as being off-putting.
Key Issues:	Space use: community program room space is limiting; public computers are not used as much as post-opening; need for dedicated maker space; request for more of a balance between active work spaces and quiet reading areas; there are not enough study rooms to meet demand; challenge of adults using children's and teen areas.
Code Issues:	No major issues documented.

Back of House (Staff Spaces):

General Condition:	**Satisfactory:** Finishes and systems are in good condition.
Key Issues:	Space use: workflow of staff spaces does not necessarily support current operations or collaborations; Digital Services workspaces are crowded and in need of revised space planning; reconfiguration of spaces and furniture would better support current workflow, processes, and interactions.
Code Issues:	No major issues documented.

Exterior:

General Condition:	**Good:** No major condition issues noted.
Key Issues:	None.

Existing Facility Condition Assessments

RCL-SHOREVIEW

Facility Size	25,500 SF
Service Population (Regional: 4 mile radius)	89,508
Year Built	2017

Circulation:

Holdings	92,024
Circulation	561262
Change in circulation over 1 year	16.5%

Technology:

Public Computers	49
Staff Computers	14
Onsite Laptops	15

Staff:

FTE	13.32

Programs

Children's Programs	231
Attendance @ Children's Programs	10,284
Teen Programs	183
Attendance @ Teen Programs	3,827
Adult Programs	199
Attendance @ Adult Programs	1,725
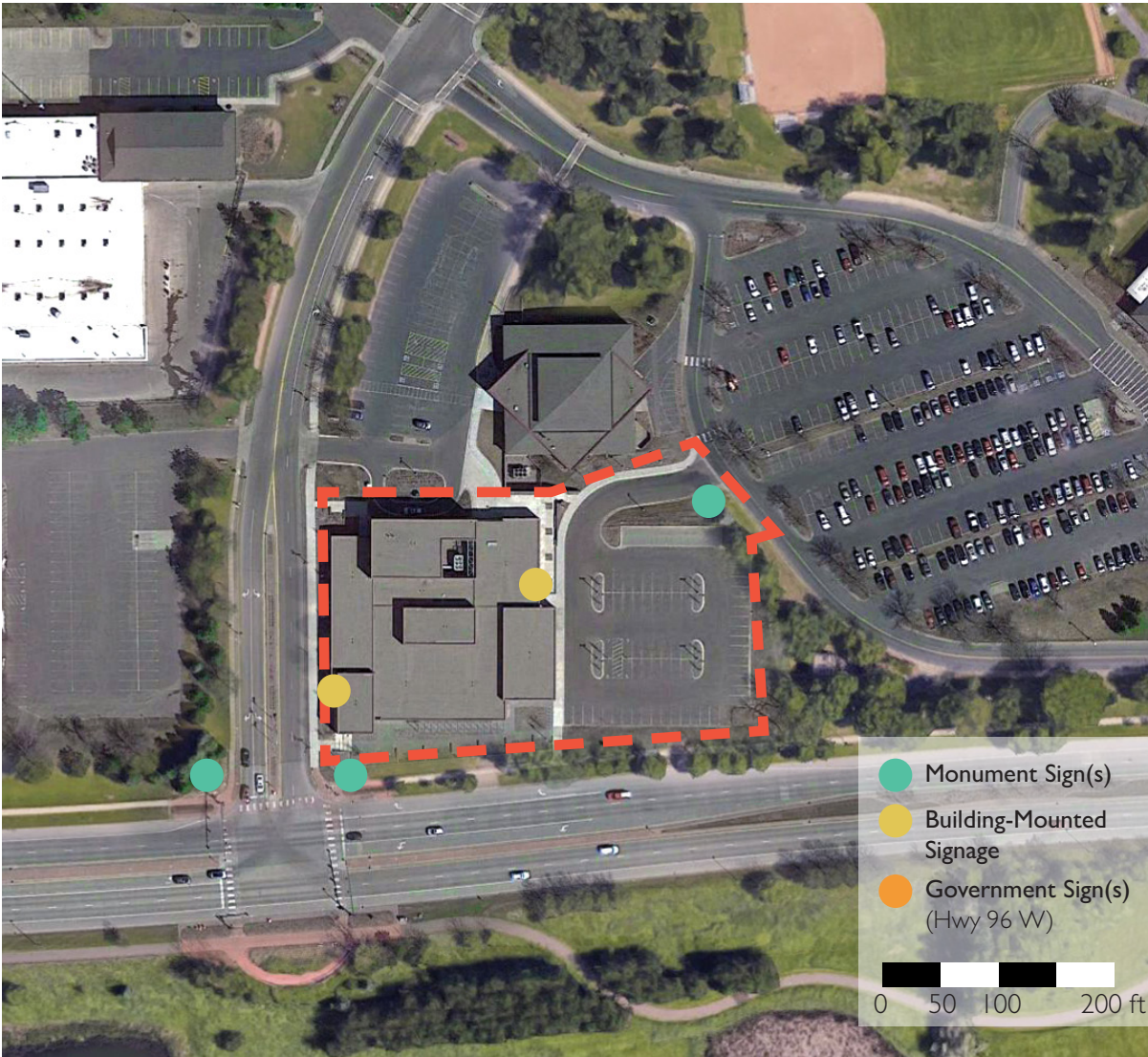
- 🟢 Monument Sign(s)
- 🟡 Building-Mounted Signage
- 🟠 Government Sign(s) (Hwy 96 W)

0   50   100   200 ft

"I love, love love the Shoreview Library. It has **great exhibitions** [and...] the **reading** areas are **full of sunlight**."
- *Survey Respondent, RCL-Shoreview*

"**Parking is sometimes a problem.** Space is often full in the library lot."
- *Survey Respondent, RCL-Shoreview*

"**More for the teens area**- both in color and in supplies and activities. **Make it a fun place to hang out**."
- *Survey Respondent, RCL-Shoreview*

ASSESSMENT SUMMARY: RCL-SHOREVIEW

Front of House (Public Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	No major building or space use issues identified. Study spaces can be full at peak times, but staff manage.
Code Issues:	Project is recent and complies with current codes.

Back of House (Staff Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	Space allocation: circulation staff are split around AMH; space around AMH is tight.
Code Issues:	Project is recent and complies with current codes.

Exterior:

General Condition:	**Good:** No major envelope issues at exterior walls or roof.
Key Issues:	Wayfinding to entry, and to library parking: not enough signage, and maps direct you to county lot at back of building. Not enough public transportation available; have to carry bicycles up stairs to bike rack; pedestrian access is unclear from surrounding neighborhood; the parking lot is often full.

Existing Facility Condition Assessments

RCL-WHITE BEAR LAKE

Facility Size	12,700 SF
Service Population (2 mile radius)	33,791
Year Built (1974)	reno 2015

Circulation:

Holdings	67,466
Circulation	293,213
Change in circulation over 1 year	-5.3%

Technology:

Public Computers	32
Staff Computers	11
Onsite Laptops	12

Staff:

FTE	6.4

Programs

Children's Programs	221
Attendance @ Children's Programs	10,779
Teen Programs	69
Attendance @ Teen Programs	2,065
Adult Programs	159
Attendance @ Adult Programs	1,899

Legend:
- 🟢 Monument Sign(s)
- 🟡 Building-Mounted Signage
- 🟠 Government Sign(s) (Hwy 61 N)

0 50 100 200 ft

"**Longer times for the library to be open** and **a non-binary restroom.**"
- *Survey Respondent,*
  RCL-White Bear Lake

"**I find it hard to get to the library in the morning hours**, and am **grateful for the days** of the week at White Bear Lake branch **when the library is open till 8 p.m**."
- *Survey Respondent, RCL-White Bear Lake*

"We use library spaces & materials twice a week regularly. All **adults in our home use private, quiet study spaces often**, and **we love to read & play in the kid area with our girls**."
- *Survey Respondent,*
  RCL-White Bear Lake

ASSESSMENT SUMMARY: RCL-WHITE BEAR LAKE

Front of House (Public Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	No major building issues identified. Acoustic issues are present between active Children's Area, adult collections and reading, and the Community Room.
Code Issues:	Renovation is recent and complies with current codes.

Back of House (Staff Spaces):

General Condition:	**Good:** Finishes and systems are in good condition with little to no wear observed.
Key Issues:	Thermal comfort: issues with heating in private office and at workstations; challenge of exterior windows and heat gain (currently use manual shades). Some workflow issues with layout of BOH space.
Code Issues:	Renovation is recent and complies with current codes.

Exterior:

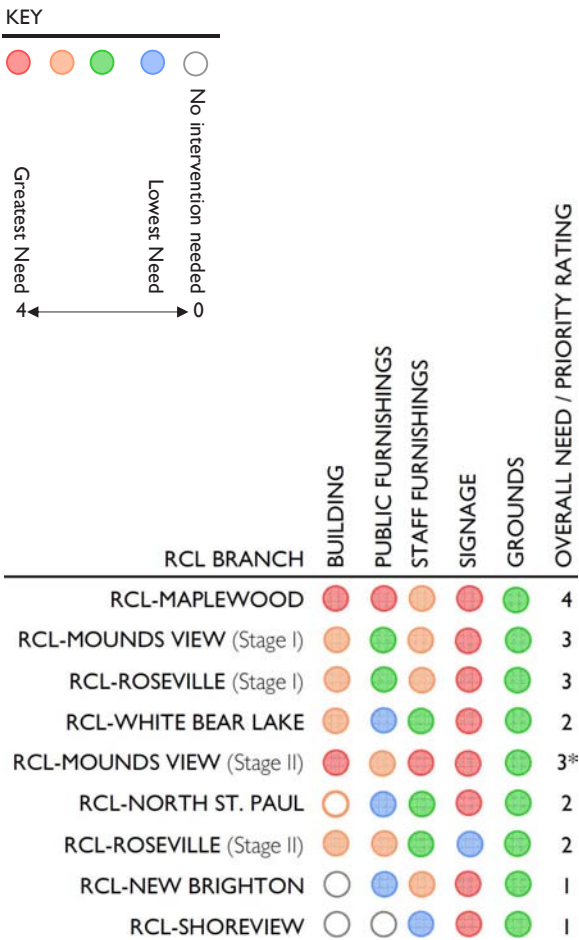| General Condition:	**Satisfactory:** No major envelope issues at exterior walls or roof. A previous roof leak issue was addressed in 2018.
Key Issues:	Signage for parking is confusing.

Detailed Recommendations

Prioritization and Phasing

One outcome of this facilities master plan is a prioritized implementation plan: one that begins with facilities with the most critical infrastructure, space, and operational needs, and progresses to incremental scope at facilities without critical needs. This will provide the highest value for near-term investment while also framing a system-wide approach to facility, furnishings, infrastructure, and signage investment.

As with other graphics in this report, the most critical needs are identified in red, near-term needs in orange, and those with lowest need in green and blue, which is used for facilities that have been constructed/renovated within the last few years. White is used to indicate issues where no intervention is required as an outcome of this report; these areas should be re-evaluated at the time of the next facilities master plan.

Prioritization and phasing is recommended as follows, but is subject to review and consideration by library leadership, to available funding, and where applicable, subject to coordination with county-wide initiatives and property management.

KEY

Greatest Need 4 ← → 0 Lowest Need / No intervention needed

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	OVERALL NEED / PRIORITY RATING
RCL-MAPLEWOOD	red	red	orange	red	green	4
RCL-MOUNDS VIEW (Stage I)	orange	green	orange	red	green	3
RCL-ROSEVILLE (Stage I)	orange	green	orange	red	green	3
RCL-WHITE BEAR LAKE	orange	blue	green	red	green	2
RCL-MOUNDS VIEW (Stage II)	red	orange	red	red	green	3*
RCL-NORTH ST. PAUL	white	blue	green	green	green	2
RCL-ROSEVILLE (Stage II)	orange	orange	green	blue	green	2
RCL-NEW BRIGHTON	white	blue	orange	red	green	1
RCL-SHOREVIEW	white	white	blue	red	green	1

RCL-Mounds View, as the oldest facility in the system, has critical needs for capital investment; as the Stage II scope of work will require pursuit of funding, it is listed behind smaller, more focused projects at other branches that can be implemented in the near term while a package is prepard and submitted for funding consideration.

PRIORITIZED PHASING BY BRANCH

1. **RCL-Maplewood:** The RCL facility with greatest need, as existing acoustic issues within front-of-house collections and service areas have a regular, daily, negative impact for a majority of patrons and staff. Work to be based on the guidelines and recommendations set forth in the 2018 Pre-Design Assessment.

2. **RCL-Mounds View:** The oldest unrenovated facility within the RCL system, RCL-Mounds View will benefit from a two-stage process: Stage I is a focused renovation to demonstrate change and improve collections and service areas, with professional services to prepare contract documents for the recommended discrete architectural interventions. Stage II will be a holistic renovation of the facility, intended to improve both front and back of house spaces, and as a significant capital project should be planned for in advance for funding purposes.

3. **RCL-Roseville:** As the most-visited facility within the RCL system, RCL-Roseville continues to be a centerpiece for the system, in high demand almost ten years after a significant renovation. To maintain a high level of service and use, investment in the facility is recommended in two stages: Stage I will support two key items: already incipient planning

for a flexible Maker Space for all ages, as a centralized resource within the overall system, and reconfiguration of staff operations areas for Digital Services to best support that service area. Stage II, towards the end of the overall implementation timeline, will address evolutions in space needs since the last renovation, to ensure a library that offers the spaces, collections, choice and programs that best support the broader community.

4. **RCL-White Bear Lake:** A well-kept facility, RCL-White Bear Lake is in good condition, and as such is listed as a moderate-priority. Concurrent with this project, RCL has in-progress plans to address two existing issues: one related to acoustics and sound travel from the children's area, and the other related to the existing mechanical system.

5. **RCL-North St. Paul:** As this facility is leased through North St. Paul, the nature of facilities recommendations is different than for most of the other RCL branches. This report has identified issues of location, awareness, and access which are limiting the impact of the facility; a new lease location, if and when one might be available for the library, would benefit both the community and the library.

6. **RCL-New Brighton:** Another leased location,

RCL- New Brighton, is in good condition, and fully programmed and built-out within the existing location. No facility work is recommended as part of this project; the facility should be reviewed for needs during the next facilities master plan.

7. **RCL-Shoreview:** Completed in 2017, Shoreview is in "like new" condition, without any facility or infrastructure issues negatively impacting operations or service. As such, it is the lowest priority on this list, but a facility that should be considered relative to overall RCL exterior signage for consistency within the system.

SYSTEM-WIDE INITIATIVES

A. **RCL System-wide Staff Furnishings:** As noted earlier in this report, staff furnishings throughout the system are in need of renewal, and a system-wide investment will allow Ramsey County Library to have a single system type for staff workstations and seating, while still providing more unique front of house furnishings that reinforce the character of individual branches while providing a broader range of choice and comfort. Given persistent issues across the system, it is recommended that implementation of this process be within the next 1-3 years, subject to alignment with other planned projects and subject to available capital funds.

B. **RCL System-wide Exterior Signage:** While signage can be viewed as less critical than other infrastructure needs, wayfinding to a public building is critical, especially as libraries are often a first resource for newly-relocated residents and for immigrants. At the same time, the vitality of the Ramsey County Library also rests on a strong visual identity, to support and reinforce the library as a rich network of resources and destinations. To assist in longer-term planning and prioritization, it is recommended that RCL pursue an assessment and planning process within the next 1-2 years to explore scope, branding, and coordination with Ramsey County signage guidelines and initiatives to produce a project scope document including preliminary cost estimating so exterior signage renewal can be integrated with other capital projects.

Detailed Recommendations

Detailed Recommendations By Branch

RCL-MAPLEWOOD

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-MAPLEWOOD	🔴	🔴	🟠	🔴	🟢	4

Based on the outcomes of the Pre-Design Study completed in 2018, reinforced by issues raised during the assessment and outreach process of this facilities master plan, RCL-Maplewood was submitted to Ramsey County in winter of 2018 for consideration for capital investment. This reflects this facility as the most critical priority within the Ramsey County Library, as persistent building acoustics have a negative daily impact on all users and staff. This facility should be the subject of a full design and coordination process, resulting in construction documents for implementation by a construction manager. While a focused renovation process like this typically does not utilize specialty engineers beyond mechanical, electrical, plumbing, and fire protection, it is recommended that any Request for Proposal (RFP) include a request for an acoustic engineer and a lighting engineer, as these are two critical engineering disciplines.

BUILDINGS AND GROUNDS

Key issues identified during the Pre-Design Study included:

- **Noise:** The existing open space (undivided collections, reading, service, and computing space) allows sound to travel and echo across the entirety of the library. Sound traveling and echoing disrupts quiet reading and working, is a distraction to patrons and staff, and generally contributes to a less peaceful and inviting space for all.
- **Worn Finishes:** Reading area lounge furnishings in particular are worn almost to the point of failure, which makes spaces less inviting and affects ongoing durability and character of the library.
- **Sightlines**: Existing service desks are in-line with the building's core, limiting staff visibility to and from collections and reading areas, which impacts their oversight and minimizes ease of resource use for patrons.
- **Lobby and Security Gates:** Post-construction installation of security gates has segregated the lobby from the rest of the library, leaving a valuable portion of the building unable to serve primary library programming and use.
- **Former Cafe Space:** With dedicated outdoor entry, this space could be repurposed for use as a location for Ramsey County service delivery.

A holistic re-planning of the library is recommended to relocate noisy uses (children and teen's), create acoustic zones, and enhance service flow.

COLLECTIONS

RCL-Maplewood's merchandizing of popular collections is engaging. The prime location allows users quick access. A similar display and prominent location for a portion of the YA collection would foster an increase in collections use by this group. Targeted weeding of the Media Collection along with fixture replacement are recommended; fixtures housing this collection type are filled beyond capacity. Traditional adjustable shelving with pull-out drawers would facilitate browsing while minimizing the footprint of this in-demand collection.

RCL-Maplewood could support a library locker/vending unit in Little Canada for greater distribution of collection and services across the county.

FINISHES AND FURNISHINGS

This well-used regional branch needs attention. Public lounge furnishings throughout are in substantially deteriorated conditions and need replacement. Staff area furnishings are oversized, ineffecient, and are preventing daylight distribution and views throughout the work space. Additional acoustic treatment should be strategically applied at ceilings and walls.

RCL-MOUNDS VIEW

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-MOUNDS VIEW (Stage I)	●	●	●	●	●	3
RCL-MOUNDS VIEW (Stage II)	●	●	●	●	●	3*

RCL-Mounds View is currently the oldest unrenovated facility in the system: at almost 30 years old, it is overdue for investment, and has some features which do not comply with contemporary accessibility codes. Typically a facility of this age would be renovated for renewed architectural spaces, mechanical systems, and furnishings, to provide a patron experience and staff operations that can equal the level of service provided at other Ramsey County Library facilities. The current modest size of the building promotes close ties between staff and patrons - truly a "neighborhood" library. A two-stage investment in RCL-Mounds View is recommended, to address near term concerns and demonstrate investment in positive change, while also balancing out capital investment in this facility over time. Stage I for accessibility upgrades and service desk revision to address functional and space issues; Stage II for holistic renovation of public and staff spaces.

BUILDINGS AND GROUNDS
The building does not have any substantial infrastructure concerns: the exterior envelope and structure are sound, and the mechanical system works, albeit with some comfort issues in back of house staff spaces. At one time, this facility had a community garden and welcoming landscape plantings; over time these have languished, though the community is interested in outdoor reading and program space. Inside, tall collections shelving serves as a visual barrier across the library, and collections areas are only defined by their distribution around the building perimeter. RCL-Mounds View can only be accessed by roads at the rear of the building within the residential neighborhood. A curb cut and driveway from Mounds View Boulevard might encourage higher levels of patronage.

COLLECTIONS
After studying the collection analysis data, RCL-Mounds View patrons could benefit from better access to their collection, or more assistance in accessing and navigating the catalog.

Mounds View's collection falls below the turnover rates in all collection types except video games. Interestingly, programming provided by Mounds View is highly successful. Understanding and supporting this connection between collections and programming may encourage a richer level of patron engagement and use of library materials and resources.

FINISHES AND FURNISHINGS
Mounds View has responded well to their user's needs for furnishings; however, when a new location and/or major renovation is considered, furnishings that more fully support variety in choice should be priority. Though this branch is small, the users needs are vast and furnishings should support this varied user group. For instance, one attendee at a public outreach session was a wheelchair user, and noted he would appreciate greater ability to navigate the stacks, as this would increase his level of freedom and independence within the library.

Staff furnishings need immediate attention: RCL-Mounds View is functioning with second-hand furnishings and built-in millwork that are not responsive to user ergonomics and current operations. Investment in a furniture refresh would better support daily tasks in both the back of house and at front of house service desks. Application of the recommended RCL standard for staff workstations will facilitate improvements in operations. A more defined staff break room with a selection of furniture would offer choice and comfort during period breaks.

Detailed Recommendations

RCL-ROSEVILLE

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-ROSEVILLE (Stage I)	●	●	●	●	●	3
RCL-ROSEVILLE (Stage II)	●	●	●	●	●	2

RCL-Roseville is a vibrant, heavily-used facility within the Ramsey County Library system, and benefitted from a substantial renovation in 2010. As a regional library approaching a decade of heavy use, RCL-Roseville would benefit from a two-stage strategic renovation in key areas to better respond to current and future needs. Implementation of this scope is recommended in two phases: the first, to renovate the Digital Services staff area to support current workflow and operations, to create a flexible maker space for use by all ages, and address the most worn furnishings. This phase would also include select MEP upgrades per the report. The second phase would be a broader design and space-planning assessment to provide more study space, reconfigure the teen space for current operations, and to review use of the multipurpose room and atrium. Stage II could also address broader energy improvements and select after-hours use.

BUILDINGS AND GROUNDS

The existing facility is both well-kept and heavily used. In general the existing building, both exterior and interior, is in good condition with only localized issues with building mechanical and lighting systems. Critical issues are related to space use; the existing building has the capacity for reconfiguration to provide additional study rooms, revised collaboration space, and to accomodate new uses such as a maker space. Acoustics have been raised as an issue, but as with other RCL facilities, comments appear to spring as much from behavior/perception (Are libraries spaces for only quiet, or are they spaces for collaboration and dialogue? Perspectives appear to be generational) as from any specific space acoustics issues.

COLLECTIONS

While RCL-Roseville generally leads circulation for a number of collections, in other areas turnover rates align with system averages, suggesting opportunities to explore other methods of maintaining collections while also providing expanded areas for study and meeting rooms.

In general, turnover rates for the various media collections are 1/3 to 2x as high as system-wide averages, so this collection is still heavily used. Transitioning to more typical library shelving with pull-

out browsing drawers would maintain the collection while also providing a more efficient use of space. RCL-Roseville could support library locker/vending units for greater distribution of collection and services across the county.

FINISHES AND FURNISHINGS

Public furnishings get a lot of use and wear; investment in some new pieces would provide greater choice and comfort for a range of users. Implementing a supplementary maintenance plan will help RCL to manage furnishings over time to ensure maximum longevity and durability.

New furnishings for the Digital Services workroom are required, as the existing items were installed used and do not align with current operational workflows and needs.

There is a planned investment in a dedicated but flexible maker space adjacent to the atrium. Investment in storage for supplies, furnishings for support, and acoustic and visual privacy will ensure this space best supports lifelong learning and exploration.

The teen and children's workroom could be reconfigured with new workstations to better meet existing needs.

RCL-WHITE BEAR LAKE

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-WHITE BEAR LAKE	🟠	🔵	🟢	🔴	🟢	2

RCL-White Bear Lake was substantially renovated and expanded in 2015, and since then has been well-kept, such that there are few issues with the building or furnishings. Collections spaces offer wide aisles for easy access, and there are a range of reading and study areas. In general surveys of patrons and staff did not identify major issues, though there were some comments about space acoustics regarding the open children's area and its adjacency to the program room and open floor plan allowing noise from that area to reach public computers and reading areas at the rear of the facility. This facility should be targeted for review between 2023 and 2027, a typical age for targeted renovation for space and collection needs in response to issues at the time.

BUILDINGS AND GROUNDS

The facility is in generally good condition, with recent maintenance improvements for issues with the roof and mechanical systems. RCL currently has plans in progress to address two items: an issue with temperature control of the mechanical system, and the need to address sound management and noise flow issues from the children's area into the rest of the building as sound travels throughout the open space affecting patrons in many areas of the library. It is recommended that an acoustician be consulted for advice on remediation methods including placement and specification of acoustic materials or assemblies. Maintaining the open feel of the library will mean sound managent versus true acoustic isolation.

COLLECTIONS

RCL-White Bear Lake's turnover rates suggest that all collection types are under-utilized, as as turnover rates are below or far below system averages. This suggests the library is most heavily used for programming, reading and study space, and public computer use. Revisiting the display of popular materials in a more retail-like format similar to RCL-Maplewood or RCL-New Brighton might encourage more browsing and checkout of such materials.

FINISHES AND FURNISHINGS

Public furnishings are in good condition. As part of consideration for the whole RCL system, RCL-White Bear Lake would benefit from a preventitive maintenance plan to ensure longevity and durability of existing furnishings.

Staff furnishings are in good condition, Replacing built-in millwork with furniture based solutions would increase flexibility and adaptability over time in response to changing staff and operations.RCL-White Bear Lake is in near-new condition, and has been well-kept as a building and relative to general furnishings wear and tear. Limited scope at this facility include investment in refurbishment/renewal of a portion of staff furnishings, and inclusion in any system-wide redevelopment of exterior signage. Exterior building signage relative to the parking lot at the side of the building should be addressed as part of the system-wide signage package.

Detailed Recommendations

RCL-NORTH ST. PAUL

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-NORTH ST. PAUL	○	●	●	●	●	2

RCL-North St. Paul was originally located in the North St. Paul Community Center in 2005, as a result of a partnership between the Library, the City, and the County, and the successful pairing served as a model for the later project locating New Brighton within the community center. Since then, the community center has closed, and its real estate taken over by a private volleyball coaching company; this has had a substantial impact on library traffic and has eliminated previous shared space for public computers. Through dialogue with staff and library leadership, in conjunction with survey outcomes, it is clear that this branch could be serving more of the community in a more dense urban location with multiple public transportation options to reach patrons who would benefit from connection to library resources, materials and programming to support social and financial health, employment, and educational attainment.

BUILDINGS AND GROUNDS

The three greatest challenges at this facility are visibility, access, and size. With even the modest number of patrons, mostly all weekly regulars, there is not enough space for public computers, there are no study rooms, and a compressed amount of space for children's, elementary, and teen collections and reading spaces. A recent expansion into a formerly shared community room has allowed for a dedicated children's area. The library space is clean and well-kept, with high-quality wood finishes. Back of house space is limited, and affects operations as the immediate adjacency between the back of house technical services area and the front service desk affects staff privacy and focus. In the near-term, RCL should invest in finish renewal: carpet and paint, etc. as a facility refresh.

Should there be an opportunity to relocate to another built-out lease location that would offer more space, adajcent public transportation access to multiple lines, and better visbility, it would benefit both the community and the library. Any relocation should increase this branch's baseline services, including provisions for public computers for adults, teens, and children, enclosed study rooms for tutoring, counseling, and collaboration, and enough space to balance collections with open reading and study areas for all ages.

COLLECTIONS

The existing collection is currently held on millwork shelves rather than traditional library shelving. Though the aesthetic of this is pleasing, the branch could be served better with library shelving, which would provide greater flexibility for reconfiguration and adaptation over time.

The turnover rate for North St. Paul is higher than average for most of its collection types. This may indicate the appetite for greater offerings. Additional review of detailed circulation statistics can inform collection investment aligned with community needs.

FINISHES AND FURNISHINGS

Public furnishings at North St. Paul are well utilized. During several visits most of the seating was in use. RCL should consider providing more space for seating and reading tables at a future location so that more people can utilitize the library throughout the day.

Staff furnishings could be improved: the built-in nature of existing furnishings does not allow for adaptive positions according to different tasks and for changing ergonomics througout the day.

RCL-NEW BRIGHTON

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-NEW BRIGHTON	○	●	●	●	●	I

The co-location of RCL-New Brighton in the Community Center in 2011 has been a successful enterprise offering "one-stop" ease of use for patrons. Though modest in size, this is another RCL branch with dedicated users who have strong connections to library staff. The facility is in good condition and is currently at capacity within the leased space. As no critical issues were identified for this facility, the recommendation is for strategic investment in reconfiguration of the staff space, with new staff furnishings and exterior building signage, though the facility could be reassessed in another 2-5 years for potential reconfiguration for collection, space, and programming needs at the time. As Ramsey County explores adjacent co-location of a service center, RCL-New Brighton would benefit from the increased foot traffic in the building.

BUILDINGS AND GROUNDS

The existing facility is in good condition, with the most pressing issues related to workflow in the back of house staff space, and issues with exterior signage relative to wayfinding to the library.

COLLECTIONS

New Brighton's collection is dedicated to New Brighton library visitors, similar to North St. Paul, the collection does not circulate to other RCL branches. Turnover rates for this location generally align with overall system averages, which suggests a healthy level of use across collection types. Intentional and thoughtful display at the front door of popular collections is a useful strategy to engage users passing by from the community center.

The convenience of New Brighton's exterior book drop is popular with those who otherwise use the regional branches of Roseville and Shoreview to borrow materials; it is easier to navigate for quick drop-offs than the book drops at the other two locations.

FINISHES AND FURNISHINGS

The public furnishings are generally in good condition though the lounge seating is fairly worn with puddled fabric on the seats. Children's furnishings are in good condition as well; overall the facility would benefit from a preventative maintenance program to ensure longevity of installed furnishings.

The staff area and furnishings need attention: the space is particularly full for accommodating both staff and volunteer work at the same time, and furnishings are dated and somewhat makeshift. RCL has addressed some of the space issues by creating a branch manager's office within the front of house service area; this solution alleviates some, but not all, of the space constraints. Staff do not have a break area that is separate from workspace.

Detailed Recommendations

RCL-SHOREVIEW

RCL BRANCH	BUILDING	PUBLIC FURNISHINGS	STAFF FURNISHINGS	SIGNAGE	GROUNDS	PRIORITY RATING
RCL-SHOREVIEW	○	○	●	●	●	I

As the newest facility in the system, Shoreview is in excellent condition, with no critical operational or infrastructure issues identified that impact patron use and comfort or staff operations. Facility features and accommodations are a draw for users throughout the RCL system. This facility should be targeted for review between 2025 and 2029, a typical time period in which building, infrastructure, or collections and operations issues would warrant strategic re-planning or renovation. RCL-Shoreview has been noted to have similar exterior wayfinding issues as have been noted across the Ramsey County Library system, so inclusion in a system-wide approach to exterior signage and branding would benefit this valuable resource.

BUILDINGS AND GROUNDS

No critical items noted, with the exception of confusing exterior signage. Public outreach suggested interest in development of more of an identity for the teen space, and for clarity of the maker space area as being all ages; this report recommends these issues be tracked for more time before action is taken.

COLLECTIONS

RCL-Shoreviews youth and media collections have a higher turnover rate than system-wide averages, while the adult collection matches system-wide turnover rates. Periodicals and the Young Adult collection have turnover rates that are lower than system-wide averages, so review of display and access could identify opportunities for a retail-approach to encourage browsing and circulation of these collections.

FINISHES AND FURNISHINGS

Finishes and furnishings are in good condition, with a wide range of pieces providing options for choice and comfort throughout the facility.

Ramsey County "Accessible Service Delivery and Facilities"

OVERVIEW

Late in 2018, Ramsey County initiated a task force to study current delivery of Ramsey County services, and to explore potential pathways to distribute services across the county. As of the completion of this report, that work is ongoing; the goal of reaching more residents in a more direct way has ties to ongoing capital planning for Ramsey County Library given opportunities for potential partnerships and building out service space to augment library facilities. Possibilities that may arise from recommendations of the "Accessible Service Delivery and Facilities" Task Force:
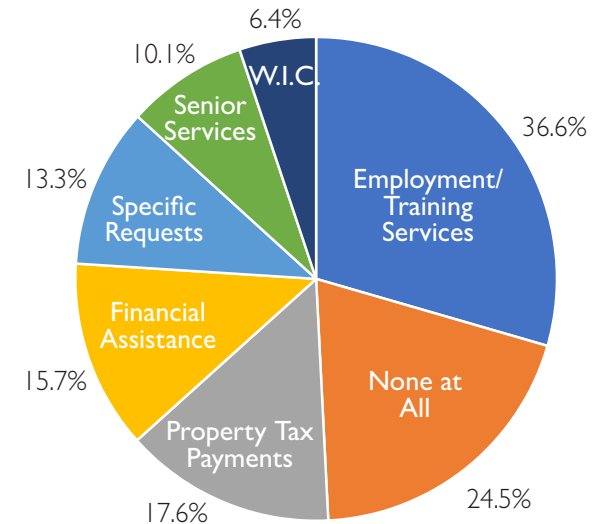
• Build-outs at or adjacent to Ramsey County Library facilities to serve as satellite locations.

• Leveraging technology in libraries to support remote access to services.

There is more work to be done for the County to determine which resources are most useful in what locations, and to identify the level of investment in infrastructure and support to facilitate the usefulness of distributed services throughout the county. As Ramsey County continues to grow, and as its demographics continue to evolve, the ability to utilize Ramsey County services at a Ramsey County Library site is a positive opportunity for "one stop shopping" for residents.

RCL facilities that are well-suited for such complementary build-outs as part of implementation of the recommendations of this master plan include:

• Maplewood: the former cafe space has the capacity to be reused as program space or for service delivery given its dedicated outside door and generous open space.

• New Brighton Community Center: adjacency of Ramsey County services to the existing library would benefit patrons of both the library and the community center.

• Mounds View: as a major renovation or addition is recommended, and also given its location near one of Ramsey County's areas of concentrated poverty, integrating some amount of Ramsey County services within the library facility would serve those at need.

• Roseville: the existing site has capacity for either construction of a new center adjacent to the library or on the property to the north of the library. There is a history of success at this popular location: it is well-trafficked and heavily used.

What Other Ramsey County Services Would You Like to Access at Your Library?

- 6.4% W.I.C.
- 10.1% Senior Services
- 13.3% Specific Requests
- 15.7% Financial Assistance
- 17.6% Property Tax Payments
- 24.5% None at All
- 36.6% Employment/ Training Services

Ramsey County proposed the categories above for potential integration at/near RCL facilities. For those answering "other," write-in responses included:

• "None." Among this group were very emphatic written responses that a library shouldn't be reduced or minimized with public services. It should be noted that this was the second-highest response overall.

• "Specific requests" for library programs and classes for specific age groups/content types (employment, hobbies, taxes etc).

• "Senior Services" in a more robust capacity.

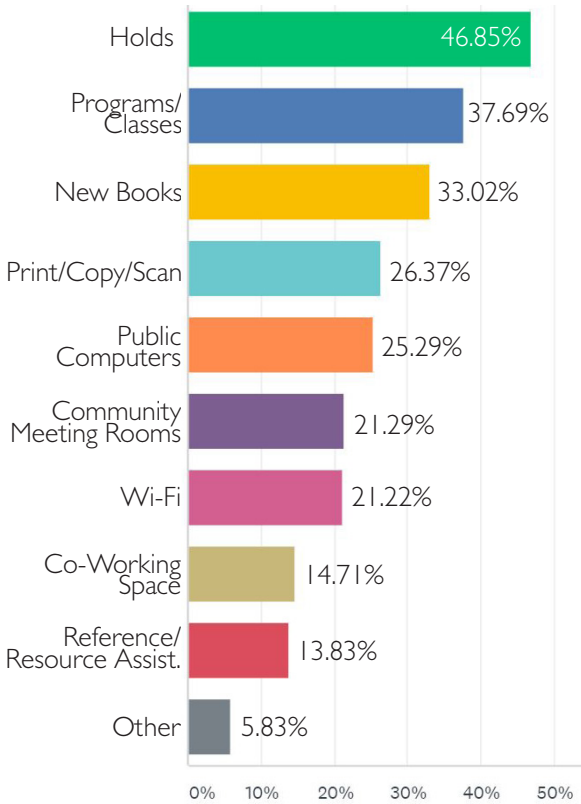# Detailed Recommendations

Supplementing Operating Hours

One of the biggest challenges for public service organizations is how to best provide the greatest amount of service to the greatest number of users within what are typically strict budgets.

Ramsey County Library is currently providing a high-level of service: recognized both through national ranking and through positive public survey and outreach feedback, and is operating at capacity: with a budget balanced between operations (staff, facilities, infrastructure), collections, and programming. What alternatives might be considered to expand library services with least impact to the operating budget?

- Explore technology systems that support secure library-card access control to a discrete amount of library space, materials and resources for use before or after library operating hours.

- Explore library vending machines or lockers to provide on-site or off-site access to holds, returns, new books, or a curated selection of media.

"Roseville and Maplewood branches are open, on M through Th nights, till 9 p.m. **It helps tremendously when I am working in the evenings to be able to stop in** then."
- Survey Respondent, RCL-Maplewood user

"Which library services would you use if they were available before or after typical library hours?" (check all that apply)

Service	Percentage
Holds	46.85%
Programs/Classes	37.69%
New Books	33.02%
Print/Copy/Scan	26.37%
Public Computers	25.29%
Community Meeting Rooms	21.29%
Wi-Fi	21.22%
Co-Working Space	14.71%
Reference/Resource Assist.	13.83%
Other	5.83%

Of those surveyed, a majority of users (almost 47%) listed picking up holds as the most desirable library function outside of regular hours, with access to new books (33%) as a close second for material

"**Programs or early/later library access times for children who have sensory processing dysfunction** (that is 80% of children on the autism spectrum, and **1 in 42 children in MN** in 2018 is diagnosed with autism)
- Survey Respondent, RCL-Roseville user

requests. For non-collection-related library services, programming was the most-requested item (almost 38%), with fill-in the blank responses outlining specific lifestyle needs (after regular work hours, earlier on weekends for parents and caregivers, specialty daytime programming to align with school breaks). Rounding out the top five services most desired outside of regular hours are access for print/copy/scanning (26%) and access to public computers (25%).

These top five desired services could be accommodated in various ways, which have different levels of impact on existing facilities, financial investment, and broadest impact for Ramsey County Library patrons. Any adaptation in service should be considered relative to system-wide use and needs: this could mean piloting after-hours items in

a centralized, heavily-used part of suburban Ramsey County (either at RCL-Roseville or another high-traffic area), piloting to provide specific service components (physical materials) in areas with higher poverty and unemployment levels, or starting with a focused feasibility study to evaluate potential locations, potential costs, and alignment with local demographics and needs. Any expanded consideration of the potential services would want to reflect the three priorities identified during outreach:

- **Access to materials:** How best to provide limited access to targeted print materials (holds and new books)? Utilize vending-style or locker-style equipment at library locations (typically under a canopy, or optionally as drive-up or between sets of doors in an exterior vestibule, space permitting), or at areas within the community that are highly-trafficked: community centers, malls, grocery stores etc.

- **Access to equipment:** How best to provide secure and safe access to physical equipment after hours? Options include reconfiguration of a facility to provide either a small area that can be staffed for slightly-longer hours, or the use of a proprietary technology to provide library-card-secured access to a secured area (access controlled and video-monitored). Some public

libraries have invested slightly more to provide small "satellite" locations embedded in other facilities (malls, community centers); these could be one to two public computers or a copy machine that are either unstaffed within a facility or are staffed at limited times.

- **Access to facilities:** To what degree is it physically or financially feasible to provide limited access to library spaces after hours? This is the most challenging in some ways, as space management after hours engages issues of personal safety, safety within the space and of equipment and furnishings therein, and entails facilities management and upkeep fo spaces out of traditional hours. With similarities to both materials access and equipment access, this can be achieved either through focused renovations that provide limited access to a community space and restrooms after hours, while maintaining security of the rest of the library, or through collaboration or partnership with another facility for library events to be hosted at another location.

The survey process did not define specific potential areas for services, though issues related to short hours disproportionately affect those who are working during the daytime (across economic backgrounds and across Ramsey County). Consideration of potential

expanded services such as these are best located either to augement existing high-use library facilities, or to provide supplemental service to areas furthest away from existing facilities, or those in areas of greatest need of library services and resources.

Financial implications vary by method and extent of implementation:

- Providing book drops at high-traffic community locations is low material investment but requires additional staff hours for pickup.
- Remote lockers come in various sizes, with or without integrated library computers or detailed computer interfaces.
- Automated library vending machines vary in size and complexity related to what types of product are accomodated (books, CDs/DVDs etc), and whether content is displayed or concealed.
- Modifications to existing buildings to provide separated and secure areas for after-hours use can also vary in complexity from the addition of doors, card readers and security cameras, to more extensive reconfigurations of existing spaces including changes to building systems (mechanical, lighting, etc).

Detailed Recommendations

Projected Facility Cost Summary

Projected costs have two components:

- **Projected Construction Cost**

  Costs associated with direct construction including materials, labor, and installation.

- **Projected Project Cost**

  Total projected costs inclusive of construction costs (hard costs) and project soft costs: professional services fees, permitting, technology.

Costs listed are projected, i.e. potential cost values based on the current understanding of potential project scope; actual project and construction costs will vary based on the specific detailed scope developed during detailed programming and design, and it is recommended that these values be revisited during any Pre-Design or Schematic Design phase for a given project to ensure alignment between current project program identified at the time and project goals for scope, extent, and quality.

Costs listed are also exclusive of escalation (inflation) or project contingencies, money which is set aside by the owner as a budget item to account for expansion of project scope during design, or by the construction manager to account for unforeseen issues during bidding or construction. As this report includes recommendations for prioritized implementation, a value of 4% per year should be applied to projected construction costs to account for annual escalation (i.e. increases in material and construction costs).

On an annual basis Library Journal publishes detailed cost information for new construction and renovation projects at public libraries across the country. This data is used as a reference point in conjunction with specific cost data from MSR's recent library construction and renovation projects from across the country so that the projected construction cost/SF is based on current averages for similar work.

As system-wide furnishings refurbishment is recommended as a single project to take advantage of volume discounts, costs listed in this section are exclusive of any associated FF&E costs. In a similar vein, the recommendations of this report include a system-wide investment in exterior building signage; an overall design effort could establish a graphic language and consistency that could be employed with per-branch investment in new signage, or as a separate standalone capital project to refresh signage at all branches at once.

These costs are exclusive of any future investment in either 24/7 technologies, and also exclusive of any investment in library lockers or vending units. These items are difficult to estimate broadly, as detailed costs relate to specific scope of work, unit size, etc. For reference, depending upon complexity of unit (lockers only, lockers combined with library catalog computer, unit size, need for weather enclosure etc), library locker and vending units can range from $25,000 to upwards of $200,000. As noted in the survey, one of the most popular off-library services would be for returns, and placement of a secure library return station would be less expensive than a full locker or vending unit.

Projected Facility Cost Matrix

	Proposed Scope	Exist SF	Project SF (Total impacted GSF)	Projected Construction Cost	Projected Project Cost	Notes
RCL-Maplewood	Heavy renovation (front of house)	31,000	20,310	$ 2,043,600	$ 3,771,267	Includes FF&E and Exterior Signage
RCL-Mounds View	Stage I: selective renovation	8,000	1,500	$ 337,500	$ 405,000	Interior finishes and fixtures only; no MEP systems
	Stage II: gut renovation	8,000	8,000	$ 2,400,000	$ 2,880,000	
RCL-Roseville	Stage I: Maker Space, Digital Services, selective finishes, elect. Scope	70,600	10,000	$ 2,250,000	$ 2,700,000	Includes maker space; limited renovation SF
	Stage II: Interior renovation for study spaces, teen space reconfig. General finishes refresh	70,600	25,000	$ 7,500,000	$ 9,000,000	Includes maker space; expanded renovation SF
RCL-White Bear Lake	Focused acoustics study and remediation	12,700	900	$ 58,500	$ 70,200	Scope/extents to be defined. MEP repair excluded here.
RCL-North St. Paul	Finish re-fresh	2,600	2,600	$ 130,000	$ 156,000	New carpet, paint, and other finishes
	Future relocation to built-out space	2,600	Rec'd increase to 5,000 GSF min.	N/A	N/A	Coordinate with North St. Paul for opportunities to relocate to another built-out space
RCL-New Brighton	Limited Furniture Refurbishment Only	6,400				Refer to furniture recommendation matrix
RCL-Shoreview	Limited Furniture Refurbishment Only	25,500				Refer to furniture recommendation matrix

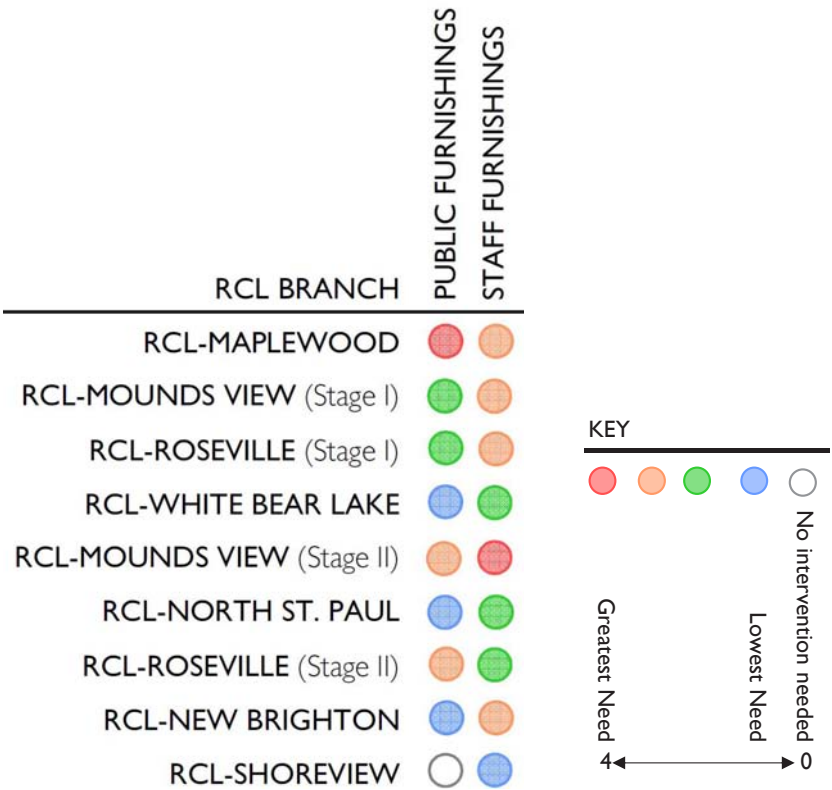# Detailed Recommendations: Finishes, Furnishings & Signage

Finishes, Furnishings & Signage

Furnishings Introduction

The design team visited each of RCL's branch locations to analyze both the public and staff use of furnishings and to review the conditions of existing furnishings in the public and staff areas. During these visits, the design team observed public behavior, use tendencies in relationship to furnishings, and noted the general conditions of furnishings. The design team also interviewed staff about public use of furnishings. Observations of dedicated staff space also took place. The design team interviewed staff regarding existing use, current work patterns, and general concerns in relationship to furnishings. The conversations and observations provide useful data for the following recommendations. The adjacent chart provides a visual summary rating the needs of each RCL branch which are separated between public area furnishings and staff area furnishings.

Facilities identified as having the greatest need are those where furnishings are most worn or where the type, style, or condition of specific furnishings does not support ergonomics or comfort. Finish and furnishings wear can reflect heavy use, can be indicative of furnishings that were already used when first relocated to a facility, or in some cases, indicate a material or finish specification that does not provide an institutional-level of durability and finish.

FURNISHINGS PRIORITY MATRIX BY BRANCH : PUBLIC & STAFF FURNISHINGS

Furnishings satisfy much more than simply their functional purpose. Furnishings quickly engage with people at a human scale. They provide opportunities for users to connect and engage, and allow people to find respite and focus. Furnishings support the design aesthetic of a library, they can thoughtfully indicate expectations around behavior, and can even assist in intuitive way-finding. Furnishings should offer choice and accommodate diverse needs.

The condition of furnishings has an impact on the perception of a library. Well-maintained furnishings are more inviting and encourage better behaviors. Furnishings that are in disrepair may deter users from lingering in the library, encourage mistreatment of furnishings and the space and could become a liability.

When considering finishes for furnishings, durability and the ease of maintenance are paramount. In some instances integral or topical stain-resistant finishes can be specified to provide better performance. However, even with added stain-resistant properties, it is imperative that regular maintenance and cleaning be performed per the manufacturer's guidelines.

Public Furnishings

The design team assessed the conditions of furnishings at each of the RCL branch locations, and recommends replacement, refurbishment, or repair as outlined. For each space type, recommendations have been provided for general character, function, and style of replacement furnishings.

PUBLIC MEETING ROOMS

Public meeting spaces are expected to provide flexibility, with varied furnishings and A/V equipment to support and encourage use by individuals and groups. The furnishings must be durable, lightweight and storable (flip top, nesting tables and stack seating), with storage directly adjacent to the space/room of use. Finishes associated with these furnishings must be durable and easily maintained. A/V that supports active learning and/or training as well as other programming opportunities should be coordinated with these spaces. All enclosed meeting spaces should have the ability for users to manage visual and acoustic privacy. Lighting control can be provided through dimmable electric lights.

STUDY ROOMS

Rooms that support focused work, group study and tutoring are necessary at each branch, and are a heavily-used resource already. Furnishings for these rooms need to support small groups of 1-2

Existing soft seating: RCL-Mounds View

Survey respondents indicated greater **variety** of soft seating is desired across all branches. Variety in sense of scale and dimension as well as sense of promoted posture. This strategy allows **user-directed choice** and offers greater **comfort.**

Finishes, Furnishings & Signage

and mid-sized groups of 6-8. Furnishings should be easily moveable so that collaboration can be easily supported. Different types of furnishings within study rooms allow users to select a room setup that meets their specific groups needs. These arrangements can be more traditional with a more typical study table and chairs to more casual lounge-style furnishings that allow users a more conversational/collaborative experience. A/V that supports active learning, video conferencing, etc. can be provided to support the function of these rooms. Visual privacy and acoustic privacy are recommended, in ways that still provide for library staff oversight.

STUDY/READING/LOUNGE

Seating to support various postures and provide choice is an important feature of modern library. This includes traditional study and lounge furnishings as well as furnishings that enhance collaboration, allow patrons to find focus, and support a variety of body types and postures. Study tables for 1-2 as well as small groups of 3-4 can support a more upright posture. Height adjustability should be considered as an option in key locations for these types of furnishings so that users can adjust according to their comfort and needs. Lounge seating that supports users as they connect or find a quiet place to focus should be specified for longer-duration and more casual studying. Access to

Ramsey County Library users have requested spaces and furnishings that support **conversation** and **collaboration** as well as furnishing that support **quiet work** and **focus**.

power and Wi-Fi must be adjacent to these various furnishings. Finishes must be durable and easily maintained.

TECHNOLOGY

Public computers may be grouped to provide efficient staff support and to better manage sound from this active set of programming, or can be separated into small groups for more privacy. Furnishings for these stations should be adaptable so that users can find a comfortable and supportive posture. Height adjustability and ergonomic adjustment are just a couple of considerations that can be provided through the specified furnishings. Additionally, RCL should plan on furnishings that accommodate users bringing their own technology to the library with furnishings that support access to power and Wi-Fi. Laptop lending could provide patrons more options for seating location, privacy, video-conferencing, and comfort. Finishes must be durable and easily maintained.
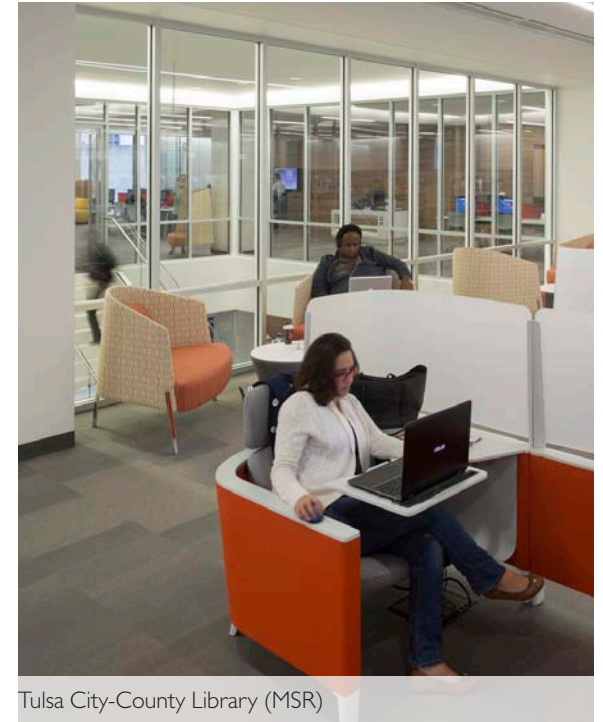
Tulsa City-County Library (MSR)

TEEN & CHILDREN'S

For branches with dedicated teen and children's areas, furnishings should follow the same considerations as listed earlier. In addition, it is important that these spaces include both child-scaled and typical-scale furnishings for caregivers, tutors, and staff. Additional consideration should be made when selecting material finishes for children's furnishings given their degree

of use, issues of safety, and need for cleanliness and maintenance.

SHELVING/COLLECTION

In general, RCL's shelving is standardized. This is both an efficient and cost effective strategy that serves RCL well. End panel design, canopy tops (when used) and millwork displays are typically custom and vary from branch to branch. This strategy allows for greater customization and allows the library a unique aesthetic based on the branch location. This however also limits flexibility. Specific strategies related to collection can be found in the "collection analysis" section of this document. Catalog stations and catalog software continue to evolve.   RCL continues to explore opportunities to improve the way they reach and direct their users.

General Strategies: Public Spaces

MAINTENANCE PLAN

Developing a comprehensive maintenance strategy for furnishings will support longevity of finishes and furnishings.   Understanding that replacement and overhaul of furnishings is both disruptive and costly, and should be a planned event, it is critical to focus effort on preventative maintenance, upkeep, and repair of existing furnishings.

If Ramsey County Library does not have capacity for this approach, a third party vendor could provide regular assessment and repair for a modest fee. Furniture manufacturer's representatives provide this as an added fee service, with the kind of detailed industry experience to best manage durability and function of pieces over time.

REPLACEMENT PLAN

There are locations where complete replacement of a furnishing group is required. In these instances, RCL should consider selections and finishes that are rated for commercial use, provide user-directed choice, and fit the overall aesthetic of the branch. The services of an independent designer should be acquired during this endeavor, and should not be a dealer-provided service. This will allow RCL a comprehensive set of selections to choose from, and will provide benefits for selection, specification, and budgeting.

RCL-Maplewood | Lounge Seating

RCL-New Brighton | Lounge Seating

Finishes, Furnishings & Signage

Staff Furnishings

Staff engage with their furnishings in a much more functional way. This interaction has a direct relationship to employee performance: with furniture selected to best support function, staff can preform more efficiently and effectively. Furnishings should support the physical, cognitive and social needs of staff. They should offer choice and accommodate diverse needs for daily work.

The design team assessed the conditions of staff furnishings at all of the RCL branch locations. The recommendations serve as guidance for RCL in providing replacement and or repair to furnishings.

OPEN OFFICE

Furnishings should support the type of work a user is performing, as well as be flexible to accommodate a user's specific needs. Staff workspace should support different work styles and enhance a user's experience while performing tasks related to their daily work. In recent project work, Ramsey County Library (RCL) has adopted a model of the unassigned (or flex) circulation workstation.

This strategy allows greater user flexibility as they change between tasks, and also allows a more efficient use of staff work space. In larger branch locations, assigned workstations are also located within the open office. These workstations support staff whose primary tasks can be executed from a single location. Support areas such as print/copy and supply storage should be centrally located. Acoustics should be considered for staff that need focus for their daily tasks.

PRIVATE OFFICE

There is need for private offices within the library staff workspace. These offices are assigned and sometimes shared for greater efficiency. Furnishings for these private offices should be furniture system based rather than built-in components (millwork). This strategy allows for greater adaptability in the future. System based furnishings support different work styles and enhance a user's experience while performing tasks related to their daily work. Private offices should also accommodate a space for private meetings. Furnishings should be provided for 1-2 additional guests. Storage furnishings that support the need for dedicated and secure storage should also be included.

STAFF BREAKROOM

This space allows staff to connect, relax, and recharge during their workday. The area is used for meal storage, preparation, eating, and otherwise taking breaks. A sink shall be provided so staff have access to filtered drinking water, meal preparation and easy clean up. There should be a variety of furnishings so that

Louisville Free Public Library - Southwest Regional (MSR)
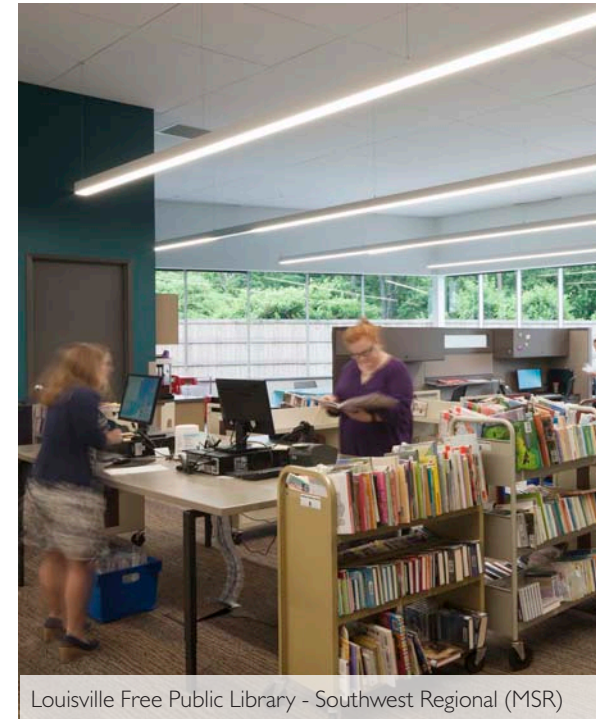
While connecting with staff throughout the RCL system, staff at 5 out of 7 facilities expressed overwhelming support for more adequate **layout space**, **dedicated breakroom space**, and furnishings that **fit their needs**.

staff can relax in different postures. Finishes for the furnishings specific to this area should be durable and easily maintained. Staff lockers should be adjacent to the staff breakroom. This allows staff to store personal and work-related belongings in a secure way. Where feasible, a dedicated wellness room can provide a quiet, private space for nursing or recharging. Furnishings shall accommodate various postures and provide comfort. The finishes related to this seating should be durable and easily maintained.
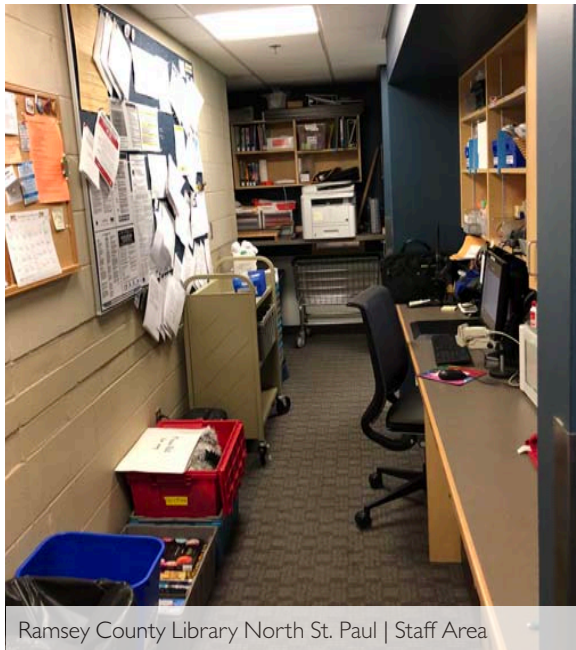
Ramsey County Library North St. Paul | Staff Area

General Strategies: Staff Spaces

MAINTENANCE PLAN

Ongoing maintenance is equally important for staff furnishings. The amount of daily use and wear is similar to the public furnishings, with the added impact of function and wear impacting workplace comfort and efficiency. If pursued as an option, any third-party ongoing maintenance or assessment should also include evaluation of staff furnishings.

REPLACEMENT PLAN

With RCL's Shoreview project being the most recent branch completion, it would be prudent to consider standardizing on the Herman Miller Canvas product line. Canvas has multiple solutions for systems based furnishings and the capability for easy customization. This system-wide standardized approach is both adaptable and cost effective. Any changes in staffing or employee space needs could be responded to via a standardized furniture line. RCL could consider off-site storage and cataloged inventory through the awarded dealership. Additionally, this system is part of the U.S. Communities procurement contract. RCL is guaranteed the deepest discounting through this program.

Built-in workstation solutions should be replaced with free-standing systems based furnishings to best accommodate flexibility and change over time in ways

that are easier and more cost effective to address. Height-adjustable worksurfaces and/or the option to change postures from sitting to standing while working has been shown to provide ergonomic benefits, and should be a consideration as planning and budget allow.

Breakroom furnishings should be functional and encourage posture change, as a means of providing physical respite during the workday. These furnishings do not need to be standardized.

The services of an independent designer should be acquired during a system-wide furnishings refresh endeavor, and should not be a dealer-provided service, as an independent designer will be able to provide more holistic planning, recommendation, and specifications in ways that address the key components of function, comfort, durability, and aesthetics.

Finishes, Furnishings & Signage

Furnishings Recommendation Summary

Recommendations included in the matrix reflect detailed review of existing conditions. As noted, front-of-house public furnishings are in many cases worn or are not providing the best support of study, reading, and collaboration. Across the older facilities, staff furnishings have often been reused from other locations, with configurations and sizing that do not best support operations or ergonomics. Replacement and refurbishment according to the recommendations itemized in the matrix will provide furnishings which best support Ramsey County Library operations for both patrons and staff.

In general, durable, commercial-grade front-of-house furnishings can be provided for an average cost of $30/SF; durable, commercial-grade staff workstations can be provided for an average cost of $27/SF, with these as direct costs, with specification, installation, contingency and inflation as additional costs. In December 2018 a detailed cost matrix for system-wide furnishings refurbishment was provided to Ramsey County Library for submission for capital planning purposes. It should be noted that there is value in purchasing back-of-house furnishings concurrently, as dealers typically provide a volume discount.

Investment in preventative maintenance will extend the durability and function of new, repair, or refurbished furnishings. Whether this is accomplished through periodic review and response by Ramsey County Library facilities staff, or by engaging an outside furniture maintenance program through a dealer or representative, this is an investment which will facilitate long-term function of furniture and will allow for the addressing of issues before pieces are worn beyond repair.

Furnishings Recommendation Matrix

Branch	Front-of-House	Back-of-House	Notes	Projected Cost
RCL-Maplewood	Broader recommendation is for substantial renovation to front-of-house spaces including collections areas and service desks. Recommendation is for replacement of 100% of front-of-house furnishings as many of the pieces were used when first placed in this branch and are heavily worn and damaged. Collections shelving is assumed to be reused.	Account for 100% replacement of staff furnishings as existing units are oversized, do not allow for flexibility of use, and impact efficient space use of the staff spaces.	Regular maintenance should start post-renovation.	$510,662 (furnishings only); installation, inflation, and contigency are approximately an additional 20%.
RCL-Mounds View	Broader recommendation is for two-stage scope of work at RCL-Mounds View: preliminary reconfiguration to support increased study/reading areas with near-term renovation/expansion. Existing furniture to be utilized for Stage I, assumes 100% new front-of-house furnishings in a facility that is approximately 25% larger than the existing building. Collections shelving is assumed to be reused.	Account for 100% replacement of staff furnishings as part of Stage II renovation/expansion.	Regular maintenance should start post-renovation/construction.	$163,440 (furnishings only)
RCL-New Brighton	Heavily-worn items should be repaired/replaced, and new furniture purchased to support study, reading, and collaboration needs. Assumes 50% of existing furnishings require repair/refurbishment/replacement. Assumes shelving will be retained.	Account for replacement of 100% of staff furnishings with specifications and space-use planning to best support current operations and staffing.	Regular maintenance to begin immediately.	$126,718 (furnishings only)
RCL-North St. Paul	Long-term recommendation is for relocation of NSP to another location. Furnishings recommendation is for 100% new front-of-house furnishings at that time to coordinate with architecture.	Long-term recommendation is for relocation of NSP to another location. Furnishings recommendation is for 100% new staff workstations and task chairs; support items such as shelving, etc. may be relocated from existing location.	Regular maintenance should continue at present location to extend life of furnishings prior to any potential future relocation.	$217,740 (furnishings only)
RCL-Roseville	Heavily-worn items to be repaired/replaced. Estimate is approximately 20% of public furnishings require renewal.	Lower-level staff furnishings do not correlate to current uses and are impacting workflows. 100% of staff workstations and supporting furniture to be replaced at lower level. 40% of staff furnishings on Levels 1 and 2 should be replaced and/or supplemented to best support current workflows and staffing.	Regular maintenance to begin immediately.	$883,128 (furnishings only)
RCL-Shoreview	Furniture is new with the building. Investment should focus on regular maintenance and repair.	Account for replacement or addition of 10% of staff furnishings to support current needs.	Regular maintenance to begin immediately; back of house scope to be initiated within 3-5 years.	$55,985 (furnishings only)
RCL-White Bear Lake	Furniture is in very good condition. Investment should focus on regular maintenance and repair.	Account for replacement or addition of 20% of staff furnishings to support current needs.	Regular maintenance to begin immediately; back of house scope to be initiated within 3-5 years.	$32,279 (furnishings only)

# Finishes, Furnishings & Signage

Exterior Signage

A consistent point of commentary for library patrons, both in previous outreach efforts, and throughout this master planning process, has been exterior signage for Ramsey County Library facilities. Exterior signage for the library is inclusive of building-mounted signage, free-standing monument signs, and city/state signage upon approach to library facilities. Patrons have noted that exterior signage is:

- Confusing and unclear
- Difficult to read
- Does not assist with wayfinding

As part of this process, the team surveyed and documented existing sign types and locations, with generalized information about existing conditions (materials and lighting). While Ramsey County Library embraces and encourages the identity of each of its branches, the desire for a more uniform graphic identity has been expressed as a way to provide an underlying common identity between Ramsey County Library facilities. The primary issues requiring resolution are:

- Graphic inconsistency across signs at a given branch, and between branches (Composition, materiality, font style and size)
- Sign placement/type of sign inconsistency
- Clarity of sign content
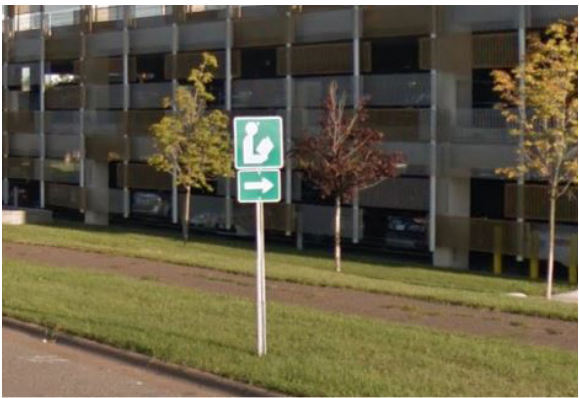
Typical state directional sign (graphic only) for public library

RECOMMENDATIONS

RCL should confirm Ramsey County expectations and graphic standards for civic signage (ex: more recent signage suggests that the Ramsey County logo should be included). RCL should research process for locating government signs (who determines/suggests locations?). RCL should internally set guidelines for graphic consistency and Ramsey County Library brand identity.

Once this contextual work has been completed, it is recommended that RCL engage either a sign design company, a graphic designer, or an architect to provide a holistic signage design package so there can be a comprehensive, consistent approach to exterior signage across Ramsey County Library.

RCL-MAPLEWOOD

Exterior Signage:

Building-Mounted:	Stainless Steel, Exterior Lit "LIBRARY"
Monument:	(1) Large, Multi-Material, Internally Lit at Lot entry off Southlawn Drive. "Ramsey County LIBRARY MAPLEWOOD." (1) Med, Multi-Material, Internally Lit at Lot entry off Legacy Parkway. "LIBRARY" only.
Gov't Signs:	Small (state, typ.) green-white graphic only at Beam Avenue and at County Road D.
Other Notes:	Monument sign includes older Ramsey County Library logo with reader. No signage utilizes Ramsey County logo.

RCL- Maplewood main monument sign

RCL-MOUNDS VIEW

Exterior Signage:

Building-Mounted:	Painted metal, externally lit: "Ramsey County Public Library"
Monument:	(1) Large, Multi-Material, externally lit sign at Mounds View Blvd. "RAMSEY COUNTY Library Mounds View".
Gov't Signs:	Small green-white graphic only at Mounds View Blvd and at Long Lake Road.
Other Notes:	Monument sign has Ramsey County logo; text for library on monument sign is disproportionately small and difficult to read while driving.

RCL-NEW BRIGHTON

Exterior Signage:

Building-Mounted:	None. Library utilizes neon sign hung in exterior window facing building entry "LIBRARY OPEN."
Monument:	Library is listed on shared monument sign as a tenant within the Community Center. Sign is multi-material, internally lit. "Ramsey County Public Library."
Gov't Signs:	None identified.
Other Notes:	Library hours are noted on community center entrance doors in vinyl lettering. No signage utilizes Ramsey County logo. At the interior of the community center there is metal lettering (unlit) on a natural wood backdrop: "RAMSEY COUNTY LIBRARY."

RCL-NORTH ST. PAUL

Exterior Signage:

Building-Mounted:	White painted metal. "Ramsey County Library" facing North Saint Paul Drive. "Community Center and Library" in white painted metal facing parking lot. Library also utilizes neon sign hung in exterior window facing entry "LIBRARY OPEN."
Monument:	None.
Gov't Signs:	Small green-white graphic only at 7th Ave E.
Other Notes:	Building-mounted signage is often obscured by healthy trees (deciduous) with canopies at the height of lettering and is located above a non-building entry.

RCL-Mounds View building-mounted and monument signs

RCL-New Brighton Exterior Entry Signage

RCL-New Brighton Exterior Entry Signage

Finishes, Furnishings & Signage

RCL-ROSEVILLE

Exterior Signage:

Building-Mounted:	Stainless Steel, Exterior Lit "LIBRARY" facing County Rd B parking lot.
Monument:	(2) Large, Multi-Material, Externally Lit at south parking lot entry off County B and north parking lot entry off Hamline. "RAMSEY COUNTY LIBRARY ROSEVILLE." (1) Large, Multi-Material, Externally Lit at south parking lot entry off Hamline. "RAMSEY COUNTY LIBRARY ROSEVILLE DUNN BROS COFFEE."
Gov't Signs:	None identified.
Other Notes:	Sign at south Hamline Lot was upadted in 2018 to have a Ramsey County logo. Monument signs at other locations are text only, without a Ramsey County logo.

RCL-SHOREVIEW

Exterior Signage:

Building-Mounted:	Stainless Steel, Unlit, facing Victoria St. "LIBRARY."
Monument:	(2) Large, Shared, Multi-Material, Externally Lit sign at the corners of Victoria St. and Hwy 96 W. Sign is for Shoreview Commons and lists "Library" among six organizations. (1) Large, Shared, Printed Metal, Externally Lit sign at the intersection of Victoria St. and private drive to parking lot listing "Library" as one of three city entities. (1) Medium, Shared, Printed Metal, Unlit sign at intersection with library parking lot access listing "Library" as one of five destinations.
Gov't Signs:	Small (Shoreview local) green-white directional at Victoria St. "Library Parking" and "Book Drop."
Other Notes:	No signage utilizes Ramsey County logo. Shared signage does not provide clear wayfinding.

RCL-WHITE BEAR LAKE

Exterior Signage:

Building-Mounted:	Painted Metal, Unlit, "LIBRARY" above entry canopy.
Monument:	(1) Large, Multi-Material, Externally Lit sign at intersection of Clark and 2nd. Face A: "RAMSEY COUNTY Library White Bear Lake" Face B: "RAMSEY COUNTY Library."
Gov't Signs:	Small green-white graphic only at Hwy 61 N
Other Notes:	No signage to indicate library parking. Often underutilized as there is a sign indicating that parking is for the adjacent Episcopal Church.

RCL-Roseville Secondary Monument Sign

RCL-Shoreview Shared Monument and Bldg-Mounted Signs

RCL-White Bear Lake Monument Signs

Appendices

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Appendix A: MEP Engineering Assessment

Representatives from the design team met with the Ramsey County Library Property Manager, Julie Neville (retired 2018) to gain an understanding of facilities management, planned capital projects, and understand issues of deferred maintenance. The current approach to property management is as follows, although it should be noted that this will be affected by the planned Ramsey County initiatives regarding property management. At the time of input dialogue:

- Seven RCL facilities (23 acres of grounds) managed by (1) building manager, (1) maintenance manager, and (1) MM2 manager.
- Current scope of work for facilities staff includes: interior performance and systems; exterior maintenance and groundskeeping; interior furniture and furnishings. RCL staff tracks work and generally subcontracts for execution.
- RCL had an Energy Manager specifically for tracking building performance against county-requested reductions in energy use of 8% per year. [Staff departed Winter 2018]. In 2017, RCL met a 5% reduction in energy usage.
- When Mounds View is closed Tuesdays, it is used as a "home base" for facilities to work.
- Staff use an SRS system to report issues to maintenance.

- Ramesy County Library faciltiies utilize the same thermostat set points as county buildings (per county standards): 68 degrees in the winter, and 74 degrees in the summer.
- Currently RCL maintenance is performed with 80% green products, and 20% regular cleaners.

No significant captial projects or deferred maintenance items were identified. Persistent known issues: exterior signage for wayfinding, ice at front doors, lack of landscaping at a number of branches, perceived distances from parking lots to building entries, noise from children and teen areas, delays in room balancing because of delayed CO_2 sensors, were reiterated during this session. Looking to the future two concerns were listed:

- Impact of changes to operating schedules: Any expansion in operating schedules will increase wear on facilities and furnishings. Any planned expansion of operating schedules should be planned with a corresponding increase in budget for facilities and maintenance or quality of space will decrease from under-maintenance.
- Evolution of facilities budget: Existing budget is perceived as "tight" already - i.e. does not accomodate landscaping at branches, requires prioritization and deferral of basic maintenance items. This group noted that budget cuts can happen without consultation re: impacts.

As part of the overall facilities assessment, MEP Associates was retained for per-branch assessment of MEP and lighting issues. Given recent construction and renovation of some RCL branches, the team focused their review on Roseville, Maplewood, and Mounds View, which are known to have some outstanding MEP infrastructure issues.

Buildings were found to be in relatively good condition, well maintained, and operating properly. Some maintenance and control issues associated with spot areas noted below.

While the team was requested to provide input on energy performance, only limited data was provided, which was insuffcient for any trending analysis. Regarding the county-wide goal toward achieving an 8% energy improvement each year: there are limits on the efficiencies of each buildings system that prohibit continuous efficiency improvements. For example: a system can be tuned and balance to reach its maximum design performance, but cannot be adjusted to perform beyond its capacity. The main area of opportunity for energy savings and related facility improvement is in the area of lighting. All three facilities are using primarily fluorescent lighting and could replace those with LED fixtures, while also replacing existing systems more modern controls to

better manage the use of artifical lighting.

This engineering team notes that it would be good practice for the county to consider a recommissioning process whereby, on a rotating basis, libraries are recommissioned to fin tune the operation, and make adjustments to the system operation to maintain building operations and system efficiencies at peak operating performance.

ROSEVILLE BRANCH MECHANICAL REVIEW

- The major renovation to the site took place in 2010, and most equipment dates from then. An exception is Air Handling Unit-1 (of two air handling units in the building) which had some of its guts altered (new fans with VFD etc.), but was left more or less in place and intact.
- The mechanical systems have been well-maintained and per facility management at site they have had relatively few problems.
- Current heating plant consists of Aerco boilers (2010). The boilers have required little maintenance and Owner is please with operation of heating plant.
- Current chilled water plant consists of air-cooled Trane chiller (2010). The chiller has required little maintenance, and in general has been please with operation of the chiller plant

with the exception of occasional controller issues related to the chiller.
- Building Automation system – Tridium. They also have an add-on fault-detection program called Skysparks, a continuous commissioning type system which looks for for valves that never close, etc. The facility staff likes the system and is of opinion it has helped maintain the building in operating condition.
- They do have CO_2 sensors in high density areas (project is a LEED building). They sensors have been problematic due to ongoing calibration issues, but they replace them as they fail with the newer, no-calibration required, type.
- No renewables on site.
- Setpoints hover around 69/73.
- They have no issue with humidity.
- There is one area that is consistently cold: lower level IT. It was part of the original bldg., and the design included reuse of the original finned tube radiation. It is likely the original finned tube radiation was designed on 180 degree F entering water, and the condensing boilers now produce lower water temperature, derating the capacity of the finned tube serving this space, thus creating a colder space.
- Facility has a lot of perimeter glazing without any automatic shading, so investment in that system

could help manage heat gain/heat loss for modest energy performance improvements.

ROSEVILLE BRANCH ELECTRICAL REVIEW

- The utility service is 480/277 Volts, 3 phase, 2000 Amps. This facility has a natural gas generator backup sized for IT only, and its IT data room has a 20kVA UPS with (2) distribution panels for its server racks.
- The electrical distribution appears to be adequate and functioning well in the facility. Library personnel indicated that power outages are "common" (initial investigation showed approximately 3 times per year) and that phase protection equipment has been installed to mitigate frequent single-phase dropping from the utility.
- The primary opportunity for energy savings in this facility is in the area of lighting. Under the LEED Gold certification of the 2010 construction, significant daylight was brought into the building by design. However, probably due to the relative newness of cost-effective LED lighting during the 2009 design, all of the interior lighting is fluorescent, with the exception of one linear LED fixture with color features in the corridor leading to the Children's area. (The exterior lighting was

upgraded to LED under a separate project after construction.)

- In addition, the 2009 version of Wattstopper controls do not appear to incorporate the level of daylight harvesting that is typical of current Minnesota Energy guidelines; for example, a photocell near the windows on the second floor appeared to control only the light fixture immediately in front of the windows and not to lower the level of any light fixtures farther in. Facility personnel described the Wattstopper controls in place as "unreliable"; it is unclear whether this assessment refers to malfunction or to improper programming of some spaces. The Teen Area, particularly, has been reported to have sensors shutting the lighting off at inappropriate times; when lighting is updated, the occupancy and photocell sensing and controls should be recalculated also.

- Switching out the light fixtures for LED would reduce the lighting energy significantly. For the example of the 1x4 hanging pendants, if each has (2) T8 fluorescent bulbs, that is 64W per fixture. An LED replacement with similar lumen output would be approximately 44W, representing a cut of approximately 1/3 of the energy, in addition to substantially reduced maintenance. Although LED replacement bulbs

for ballasted fluorescent fixtures are available, this is not a recommended approach, as the level of maintenance required is typically not reduced with these replacements. Even if the overall lighting strategy or fixture types were maintained, replacing the fixtures with LED equivalents throughout the facility is recommended. In addition, the lighting controls should be updated to include current daylight harvesting and occupancy/vacancy switching to the industry standard.

MAPLEWOOD BRANCH MECHANICAL REVIEW

- Controls are an older style of Invensys, which facility plans on replacing in a year or two; a front-end upgrade, with existing control elements to remain in place.
- Three Lochinvar Knight boilers, primary/ secondary.
- The secondary pumps appear to run simultaneous, which seem suspicious as they typically operate in a lead / lag fashion. However, its is possible they operate in parallel to provide additional flow if one pump cannot maintain, further study would be required to establish.
- The boilers do NOT have acid neutralization kits, It is an issue that she should probably be addressed as the condensate from the boilers is

acidic and can corrode the waste plumbing.
- Air side system consists of four roof-top units and one indoor air handling unit.
- The air handling unit appears to serve the open / stacks area of the library, including buried duct for perimeter wall/window wash.
- The supply ductwork is board insulation in the mechanical room, then a section that had no insulation, then followed by a wrap insulation. The uninsulated portion may be interior lined, or possibly a sound attenuation section, but could not confirm by visual observation If uninsulated, that would be an issue to be addressed.
- A gas fireplace serves the library. There is some damage to wallpaper above the fireplace unit which gets overheated causes the paper to stain and peel. In addition they sometimes lose a pilot light, resulting in a gas odor, and then the firemen get called which is a nuisance. The facility is looking to replace with electric
- The only comfort complaint on the site is the conference room. It is served by two rooftop units, and facility is of the opinion they are not sized to maintain temperature. Facility questioned if the adjacent 10-ton that serves the coffee shop, which they believed was oversized could serve the area. Further study

would be required to establish a solution to that comfort issue.

MAPLEWOOD BRANCH ELECTRICAL REVIEW

- The Xcel Energy utility service is 480/277 Volts, 3 phase, 800 Amps, with a separate meter for the coffee shop in the northeast corner of the building. The distribution has separate branch panels for the mechanical loads, plumbing loads, receptacle loads, lighting loads, and data closet.
- The lighting is controlled with a Wattstopper LIN24 lighting control relay panel, using an indoor timeclock schedule for most spaces with two interior photosensors for daylight controls, and an exterior photosensor with timeclock override for outdoor lighting. Lighting throughout the facility is fluorescent, primarily T8 fluorescent lamps, as was common for its 2006-2007 construction time.
- Again, the primary opportunity for electrical energy savings comes from replacing the fluorescent lighting fixtures with LED fixtures and re-evaluating the lighting zones with an updated control panel. A concern was raised by staff about the light level in the children's area with the small pendant lights; actual light levels could be measured and investigated for need to use higher lumen devices or a different strategy

when switching to LED.
- Issues have been raised with the light levels in the exterior, both for pedestrian access in front and staff entrance in the rear. During lighting redesign, the exterior lighting should also be reevaluated for appropriate levels of night lighting.
- Another recommendation for the Maplewood facility would be an investigation of the usage of and potentially updating some of the floor boxes.
- The separate metering and fully functional commercial kitchen in the front of the building allows for a new restaurant client to take up that space and have its electrical utility usage tracked and billed separately.

MOUNDS VIEW BRANCH MECHANICAL REVIEW

- The air handler is original, but recently (summer 2018) had a pretty significant overhaul, which – at a minimum – appears to have replaced the DX coil (and exterior condensing unit).
- DDC system is Tridium, with an add-on fault-detection program called Skysparks, a continuous commissioning type system which looks for valves that never close, etc.
- The rep said of all her buildings and all her

14 years of service, this was always the least problematic.
- The boiler is newer, replaced 5-8 years ago. Lochinvar Kinight. The installation included new ECM pumps on primary and secondary sides. However, there is only one boiler. The facility representative said one of the few issues at this site is that lack of redundancy.
- The boiler does link back to older coils and finned tube radiation that were likely not rated for low temperature supply water associated with condensing boilers. Upon review of trends on the interface on the boiler, it was observed boiler supply temperature was at 180 degree F. Facility staff indicated programming may spike the supply water temperature during morning warm-up but the program resets to lower supply temperatures during the occupied hours.
- The water heater is atmospheric draft-type, not a high efficiency burner.
- The roof is slated to be replaced, soon (date not provided).

MOUNDS VIEW BRANCH ELECTRICAL REVIEW

- The Mounds View library is the smallest and oldest of the three facilities reviewed, designed in 1989 and construction completed in 1992.
- The utility service is 208/120V, 3-phase,

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600Amps.

- This facility does not have an automatic material handler for returned materials.
- Branch panels are located in an electrical room, with one 220A panel located in the front entryway with mainly 20 Amp single-pole receptacle loads. (Note: this panel was unlocked at time of facility walkthrough.)
- As in other facilities, the interior lighting is fluorescent, primarily 2x4 troffers.
- The exterior parking lot lights were upgraded to LED at some point; these are connected to the Building Automation System (Power TakeOff Energy Management).
- The high central vault has fluorescent troffers also, with four 2x2 sections on a separate, unswitched circuit as night lights. The lights are controlled on lighting contacts in enclosed junction boxes.
- Again, an upgrade to LED lighting and controls including daylight harvesting represents the best easily realized energy savings

Appendices

Appendix B: Survey

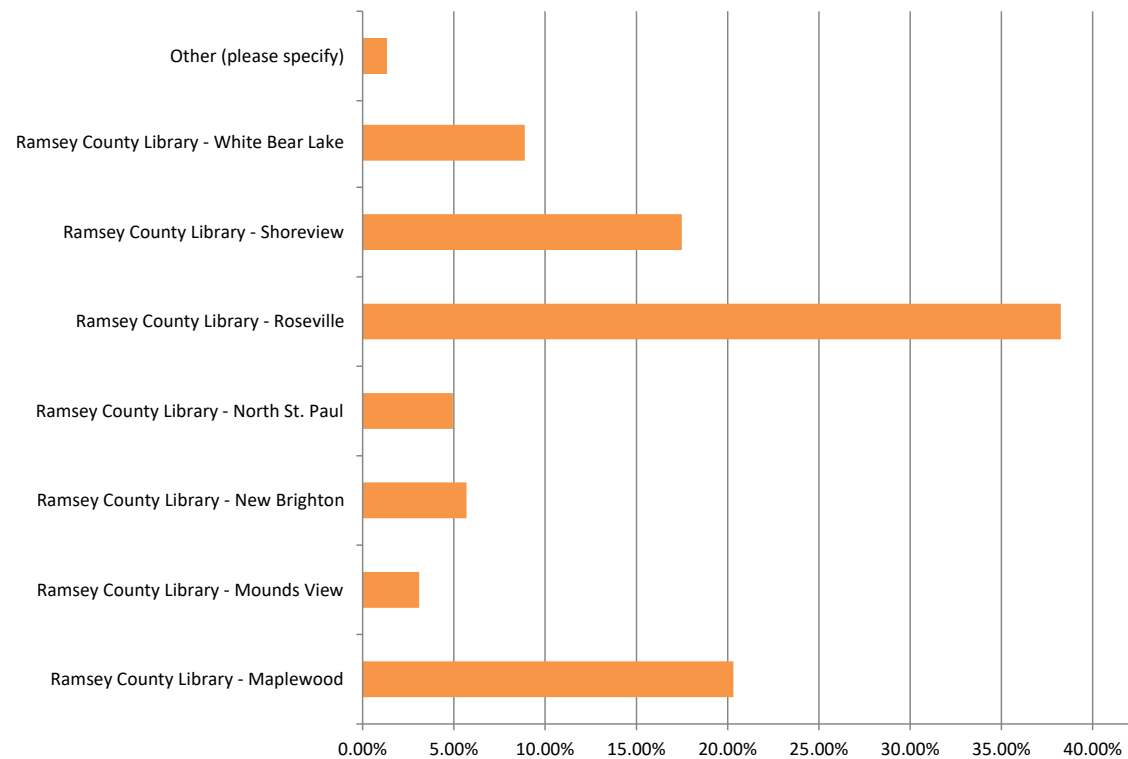2,181 Survey Responses in 4 Languages

Over 4,000 responses via Participation Board polling
and Post-It responses

Survey Question 1   WHICH LIBRARY DO YOU VISIT MOST FREQUENTLY?

Answered: 2,162

Skipped: 9

› Other (please specify):   29 (1.34%)
› **White Bear Lake**:   192 (8.88%)
› **Shoreview**:   378 (17.48%)
› **Roseville**:   827 (38.25%)
› **North St Paul:**   107 (4.95%)
› **New Brighton**:   123 (5.69%)
› **Mounds View**:   67 (3.10%)
› **Maplewood**:   439 (20.31%)

# Appendices

WHICH RESOURCES DO YOU USE MOST OFTEN AT YOUR LIBRARY? (PICK UP TO 3)

Answered: 2,162

Skipped: 9

Answers	Responses	
Collections (books, CDs, DVDs, magazines, etc.)	85.25%	1,843
Library provided computers computers	27.34%	591
Programs	13.00%	281
Single study room	7.86%	170
Group study room	3.61%	78
Large community room	3.79%	82
Library staff help	21.42%	463
World language materials	1.53%	33
Wifi	11.79%	255
Print/Scan/Copy	13.32%	288
Children's area	17.95%	388
Teen space	3.75%	81
Other (Please specify)	8.05%	174
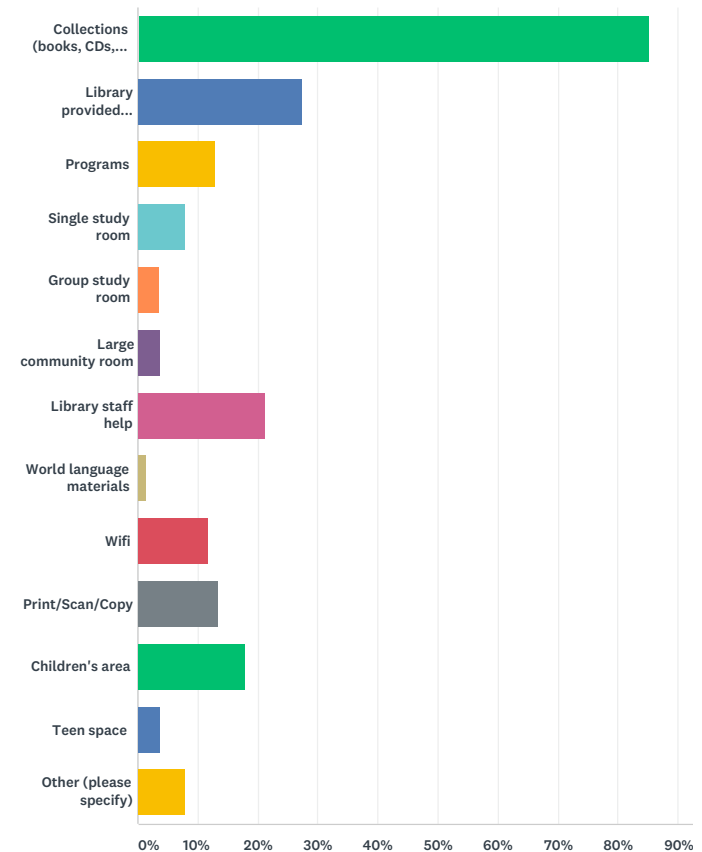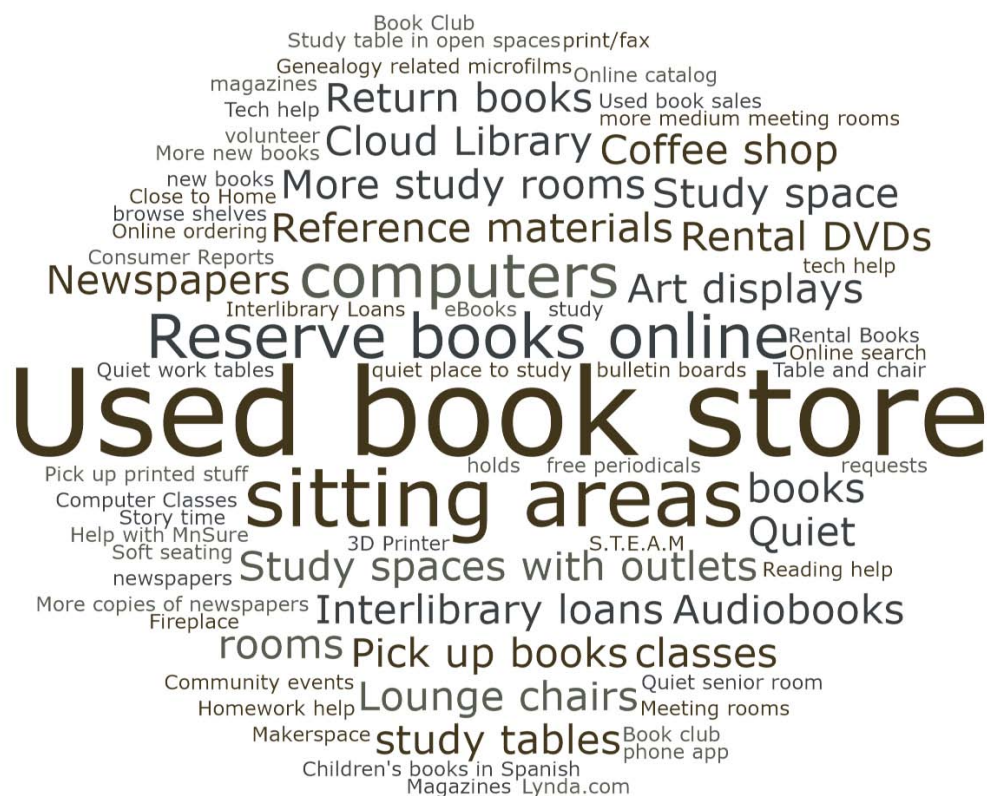
(Above) Word cloud illustrating the frequency of phrases used in open ended "other" responses. The bigger the text, the higher the frequency.

Other (Please Specify)	
Quiet chairs to write and research	
Used book store	x17
Computers	x4
Book club	x2
Reserved books	
Ancestry.com	
Story time	x4
Newspapers	x5
Story kits	
newspaper ads	
Online magazines and books	x2
Interlibrary Loan	x8
New book shelf :)	
Computer classes	x2
Sit and quietly read	
Meeting rooms	
Manga	
Computer/phone/tablet tech help	x6
Reference library	
tax help	
I just love it as a space to go belong read	
More libraries open in the evenings.	

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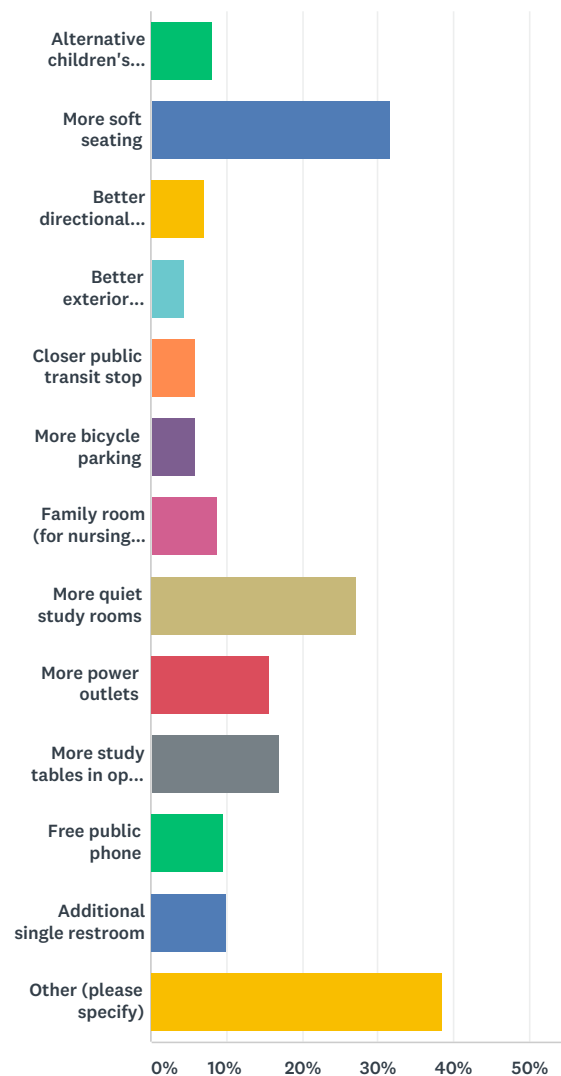## Survey Question 2 — WHICH RESOURCES DO YOU USE MOST OFTEN AT YOUR LIBRARY? (PICK UP TO 3)

Other (Please Specify) *continued*

Quiet space	×4
Fireplace	×3
Rearrange DVDs in linear order	
Periodicals	
The atmosphere of clean knowledge.	
Just sitting at a table in the sun reading whatever catches my eye that day. Type of therapy for me! Thanks	
kids are way to loud	
Volunteer	×2
West Law Publishing, Court Cases	
voting	
e-books and audio books	×6
Classes	×2
Value line, special situations at Shoreview or Roseville	
Maker space equipment	×2
email	
Putting books on reserve / picking up books on reserve	×3
Outside space	
Kids hidden find games	
Game Floor in Story Room	

Reserve Books, look at best selling, new books & DVDs	
Income tax prep & materials	
Travel--current year	
I check bulletin boards and pick up free periodicals.	
S.T.E.A.M	
The study/sitting area by the windows behind the large print books	
Single study rooms	
meeting rooms	×2
Homework/help reading	
Study space	×5
Classes/community events Do Good Roseville	
Single study rooms are almost always monopolized by young students who stay way beyond the allotted time. Perhaps some supervision would be nice	×2
3D Printer	
Videos, preferably Blu-rays	
Desk space with outside view with a plug nearby -- the Single Study rooms are always taken	
Lynda.com	
Resource materials (Consumer Reports)	×2

Try to read the daily news papers, but often one inconsiderate person takes all of them at the same time.	
Cloud Library	×2
new books by authors from other cultures and recorded books for travel	
Web Page -- search, reserve, new arrivals, check my account.	
Children's books in Spanish	
quiet senior room	
comfy chairs for reading in-library	
When I went back to school, the library was very important to find a quiet place to study away from my children. Should put a time limit on study rooms though! Some people would use them as offices. Maybe have some rooms have sign up times?	
Rental Books and Rental DVDs on popular items	
I am an artist they hang my art, and that of my art group	
Open area padded chairs, "soft seating".	
Coffee shop	
Genealogy related microfilms	
Quiet tables upstairs to do work	

Survey Question 3   WHICH FEATURES WOULD MAKE THE LIBRARY MORE ACCOMMODATING?

Answered: 1,714

Skipped: 457

Answers	Responses	
Alternative children's story time hours	8.17%	140
More soft seating	31.51%	540
Better directional signage	7.06%	121
Better exterior lighting	4.32%	74
Closer public transit stop	5.89%	101
More bicycle parking	5.95%	102
Family room (for nursing or child comfort)	8.81%	151
More quiet study rooms	27.25%	467
More power outlets	15.75%	270
More study tables in open areas	16.86%	289
Free public phone	9.57%	164
Additional single restroom	9.98%	171
Other (Please specify)	38.51%	660

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WHICH FEATURES WOULD MAKE THE LIBRARY MORE ACCOMMODATING?

Other (Please Specify)	
FURNITURE	
Higher chairs for elders-- I cannot sit on too low chairs	x2
Better seating. Here everything is too low and hard to get out of.	
Comfortable chairs that are not so deep. Better for short adults.	
More soft seats with backs	x3
more variety (smaller) soft seating choices, seating that helps with stable posture	
Chairs with adjustable height to better fit the study tables.	
New outdoor furniture	
More tables	x2
Material placed on higher shelves -- limiting. Need to bend over so far.	
More study carrels	
Hangers for winter jackets	x2
Soft seating areas seem to attract inconsiderate talking - student age most often. I wonder if they could be segregated to the youth area.	
Some of the chairs (swively ones with seats not so deep) should be moved upstairs.	

Comfy chairs upstairs in Roseville are too deep for short folks without a jacket or something behind and the different style chairs closer to the fireplace are very uncomfortable. I shall avoid saying much about the disturbing magenta color on many chairs.
better seating at the lower desk computers. Seating is good at the raised computer along the walls.
More outlets around existing study tables and more individual study tables.   ×2
More tables/chairs and cubicles for quiet individual study in Shoreview.   ×2
Recover chairs that are worn out.
More hard seating. The soft chairs are filthy.
In library tables for reading digital material.
More study tables; time limits on quiet study rooms.

COFFEE / VENDING

Coffee shop   ×24
coffeeshop addition to Shoreview
I like that there is NOT a coffee shop
Vending machines   ×2
I really appreciate the having beverages available.

get rid of coffee shop & use that space for RCL uses since that's what my tax dollars should be providing.
No eating in library
More healthy snacks in the cafeteria
Direct access to Dunn Bros w/o leaving building
Diminish the stink from the coffee shop; the library should be stink free.
Free lunch on Wednesday for Seniors

ROOMS / SPACE TYPES

More large group rooms / community room   ×5
Learning circles
an even larger community room and yield/directional signage within the parking lot's northeast exit - this area is dangerous
More collaborative space and ability to talk openly, fostering a new kind of library experience
More quiet study rooms   ×6
partner with new brighton community center to provide quiet study rooms
Places to read in a more secluded, relaxing area
Cry room

Quiet areas with soft seating. People in the soft seats can often be on their phones.
keep up the good work! study rooms that can be reserved so i can get spot for 2 hours so my kids can do their work or group project.
quiet computer space   ×3
Different room for those who play computer games
Homework center
More free meeting room space for small groups of 6-20 people.   ×2
larger room for talks and programs
a greater diversity of spaces and areas; social, quiet, materials oriented, private, etc.
phone booth to have private conversations either with or without a public phone, a private phone area or room
Board game playing area for adults.
Meeting space   ×2
Reference assistance on the main floor

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WHICH FEATURES WOULD MAKE THE LIBRARY MORE ACCOMMODATING?

I really enjoy the current facility and accommodations. It's great to have a large selection of materials (books) for review, and options for seating and rooms to use. The only things that may be improved are a larger meeting space for events (a bit larger than the current large space) and some updates in the teen room. Still, as-is it's great! (specific to Roseville location allow online booking of community room)

a place to practice the speaking portion of Transparent Language Online

"MORE"

More books	x28
More e-books	x6
More audiobooks	x6
More class offerings	
Spanish language books for K-6 please!	
More world language movies and books	
More large print books.	x2
More technology reference books	
More academic literature	
larger collection of academic books or more obscure items	
More current non-fiction	

More content, faster inter library loan system.	
Greater variety of books	x2
More books in following categories: psychology, utopian/distopian, and short stories.	
More family books and more teen novels	
More books on current political events	
More variety of DVDs	x2
More DVDs	x2
expanding the video game (Switch Specifically) library.	
Online movie resources to check out like ebooks	
Greater variety of CDs (different genres)	
More periodicals	x2
Newspapers & magazines more accessible, 1st floor	
Always purchase the most recent travel and reference materials. For example, I've been waiting to see the 2018 or 2019 edition of US News and World Report Best Colleges.	
More recent rental movies @ Shoreview	
I love the Binge Boxes of DVDs from Shoreview. They are not at Mounds view.	

DVDs, don't get circulated outside of NSP Library	
More professional development resources. The most common books for educators are not in the collection	x2
Keeping older books in circulation	
Availability of resources	
More Minnesota related resources or programs	

TECHNOLOGY

More computers	x5
Better computers	x4
Larger monitors	x2
Install Google Chrome on all computers	x4
Continued access to Lynda.com	
Take the small computers out of the Children's Area and give them their own dedicated space (that children cannot wander into). They are a huge distraction.	x2
Better card catalog with call #s on first contact site.	
Macintosh	
Better wifi	
access to overdrive for my kindle	x2

Improve the library catalog programming so that it doesn't constantly require the user to log back in while using it. This so inefficient and VERY maddening!

more convenient website -- always have to sign in again and again is painful

make search easier, more like Amazon, close spelling okay - suggestions given
scanner with computer, so could scan and attach document to email

Make other MELSA library websites available on the Ramsey County website

Option to download approved content

Tech Help	x3
Better mobile app	x2
Update/redesign website	x2

Have internet by way of eathernet to ones own comuter avoiding wifi risks

"Renew all" option on library app

Text message alerts when books are ready or are getting close to being due

Subscribe to Hoopla for online access to its resources

"NO"

NO to additional single restroom

NO play area

Not more buildings.

STOP turning library into children's play area and social community centers. NO coffee shops, etc..Expand research and computer areas.

Seriously? Free public phone?

I mostly wait list for items, so shorter wait times :)

LIBRARY PROGRAMMING

More classes

Spanish lessons

Daytime book club - in afternoon

A diverse book club that meets on Sat or Sun (when most people would be able to attend)

Adult programs	x4

adult crafts/arts programs

Author events (talks, book signing)

computer classes available

more technology (and other programs) for adults in the evenings and weekends;

More basic computer program classes.

business-oriented programs

More children and family programs	x6

More family programs in evenings/weekends

We love story time so any additional story time with Ann would be great!	x2

more community events

Meet-greets in conference room for people esp. neighborhood

Engaging ways to bring books to life

Homeschool options- like elementary story group	x2
More teen events and more teen space.	x2

Use Shoreview community center rather than library for group activities

A used magazine store

More conservative speakers

OLLI Talks

Rent a study room; week, month, year.

LIBRARY POLICIES

No limit on check out renewals (unless requested)

No late fines	x6
Open daily at 8AM / earlier	x2
More hours	x32
More evening hours	x4
Earlier hours.	x3
Longer Hours on weekends and Fridays	x14

Appendices

Survey Question 3   WHICH FEATURES WOULD MAKE THE LIBRARY MORE ACCOMMODATING?

such a poweful community tool, why not explore staying open on later on friday/saturday. and other holidays. thanks for all you do, Roseville library is the standard all should try to be.

ATMOSPHERE / LIGHTING

It's sterile in its atmosphere

also be nice if tables were out of the sun. It gets very hot and is difficult to read a screen in the bright light coming through the windows.

Better interior lighting at Maplewood location.

Big, bright light for kids. Roseville has them.

Better INTERIOR lighting!   ×3

better interior lighting/strong desk lamps for visually impaired :)

Maplewood has very poor exterior lighting

Cozier and warmer lighting inside the building at Roseville not so stark

soft lighting

Fireplaces

More soft lighting/environment. I avoid going into the library because it's so sterile and uncomfortable, not cozy and inviting (as I want libraries to be).

Happy environment

Roseville could use a reading area w fireplace, like maplewood

Less sterile design in all of the renovated libraries. The designs are awful and feel like warehouses. I go in and out of Shoreview as quickly as possible because it's so angular and cold and I never go into Roseville because it's worse.

Complete redo to make the library way less industrial looking it isn't the least welcoming get rid if Hall TV add cush and texture rethink coffee shop which is a dump and cold and uncomfortable children's area cold Stark yeach Please!

Warmer atmosphere, all the libraries seem so cold to me

make the first floor more welcoming. It seems so sterile.

Warmer, more inviting, more friendly color scheme throughout would be wonderful, too.

With the noise, openness and decor choices library feels like a cold, impersonal giant warehouse. The Sam's Club or Costco type, poor lighting, noisiness and guaranteed migraines.

It has been years since Roseville renovated, and I still miss the old building. It was too dark, and too small for the collections, but in many other key ways it was superb. It was warm browns and reds inside, had the children closed off and to the side of the rest of the library and had a cozy fireplace for quiet reading in the adults area. Overall feeling was warm, comfortable, peaceful and academic. Just what a library ought to be. Not a bleak big box store for free books and free internet.

PARKING / DROP-OFF / EXTERIOR

Better driveway -- tight

replace handicap sign, non-handicaps park in blocked aisle and handicapped spot by Dunn Brothers entrance.

Door by the parking lot

More handicap parking spaces

More parking spaces   ×8

I think the shoreview parking lot feels crowded.I often just park in the mounsdview school area and walk down the steps

parking for alternative and low gas use vehicles

better designed parking lot

Remove outside benches to prevent SMOKING LOITERERS!

Better protected bike parking
Improved parking!!! It's all far from the entrance; directions are unhelpful; privileging owners of expensive cars is appalling.
10 minute parking for book pick-up ×3
Drive up area to pick up items that are on hold without getting out of the car.
Better/more book return (via car) ×8
Change to south entrance due to winter weather conditions
lockers for picking up Hold items that open via library card and accessible outside of normal library hours. Maybe inside first set of doors.
Shorter access to entry from parking lot at White Bear library
Additional parking for 65 and older
more parking closer for non-green seniors
Easier Maplewood outdoor book drop-off.
Two entrances to parking lot. Lot gets full and in and out traffic gets "iffy"
better access from north (turn lane for left turn into lot at north end of parking lot)

The parking lot needs to be re-designed. If this is the busiest public building in the state, it deserves a traffic light on Hamline to serve as a main entrance. While kudos to the lot for being environmental, it needs safe walkways from parking spaces to the building entrances. And a speed bump and MUCH BETTER signage where the book drop enters onto the major tradding lane. Plus wider parking spaces with TWO LINES between spaces to improve separation of vehicles.
Disappointed in the driveway and parking lot size at Shoreview. Also it's difficult when people pull up in front of the library to wait for someone. They block traffic.
Better parking signs or traffic signs in south lot so people do not drive the wrong way.
The Roseville Library's drive-thru bookdrop area interferes with pedestrians crossing to and from the library and its north and west parking lots. If traffic flow here could be improved, it would be great. I always worry that children or senior citizens will get run over.
Able to return books at the drive through when the library is open.

Smooth sidewalks (not brick); car-accessible book drop
Better regulation of parking-commuter gets used for a single fanily.
accessible door on the south side of the building
NOISE
More quiet in communal areas. I wish librarians would still enforce volume control. Especially on the first floor of the Roseville location. Our world is too noisy, so libraries are the one place one can appreciate a little stillness and quiet. (and concentrated reading, work on the computer, etc.)
Librarians should enforce quiet in the main part of the library ×7
Post rules for acceptable and unacceptable behavior ×2
Keep the noise down in the library ×36
Children's area should be in a separate room / enclosed ×12
Need more space for kids to be loud
Quiet accessible areas for adults/seniors and disabled on main floor ×6

Appendices

WHICH FEATURES WOULD MAKE THE LIBRARY MORE ACCOMMODATING?

more library and less day care/babysitting	x3

The library needs to go back to being a quiet place. Not a place where teenagers can come and be loud and disrespectful of other people. It's for all of us to use- not just the minority.

Please put the teen room far away from the central area of the library. The teens are out of control at most libraries and the staff DOES NOT KNOW WHAT TO DO WITH THEM. I hate coming and listening to the screaming and teens running around.

do not put children's play areas right in the center of libraries!

KID / TEEN AREA

Upgrade play area	
Area for small children to look at books	
more learning toys	x4
More kid and teen activities More for the teens area-both in color and in supplies and activities. make it a fun place to hang out	x3
More/enlarged kid area. Have heard maplewood is very nice.	
More children's play area	x2
We really liked the toy/interactive features at the Roseville library and would like more of those at the Moundsview location	

Love the educational toys and activities available

More toys for children- like the Roseville library has the play are open most of the time, and the play kitchen and the outdoor garden. All of these features would be awesome for Shoreview. Entrance to children's area without going through main library floor, subject matter book collections to check out (for kids)

BOOK SALES / DONATIONS

Book sales
Book donation box

DISPLAYS / ART

Educational displays.
Have the art displayed where it can be viewed at all hours. Room is always busy when we are here.

PUBLIC AMENITIES

Showers
Other county services located onsite
notary services
Microfilm reader
Phone would be helpful so my son could call when he needs a ride home.

Lifeskill and career coaches, available free Attorneys assistance	
Open Maker Space Program	
I would love a piano in the library.	
Fax machine	x2
a printer in teen area	
USPS box	x4
more printers, ATM machine	
Income tax forms	

STAFF

people who know sign language
Better pay for the staff. We need good librarians.
More staff
better help from librarians
a lesson to one of your older librarians in customer service

BATHROOMS

Ease the tension spring on bathroom doors - doors are already heavy enough without having to pull or push hard, too.
Gender-inclusive services and signage (bathrooms, safe-space signage, queer-friendly staffing, etc)

bathrooms that anyone could use; not labeled "Men or Women." You could do that now.
Family restroom for caregivers & care partners
a non-binary restroom (also noted as unisex restroom) that is ADA accessible ×3
air freshners in each bathroom
Please provide a fold down or other type of shelf in the individua stalls in the ladies restrooms. There is no where to set papers, books or personal items down and I wouldn't think of setting anything on the floor. Also the trash can should be set next to the door so paper towels can be dropped right into them when exiting the restroom. I can't use the papertowel to open the door and then reach the trash to throw it away.
Changing station
Restrooms inside the NB location, not down the hall

CLEANLINESS

Cleaner chairs, maybe like Shoreview. New ones so they can be kept clean.
things to be clean ×2
Tactfully, but forcefully telling people to keep their shoes off the library furniture
cleaner bathroom, always smells bad

Better cleaning standards. This library is filthy.

CHECK-OUT

at self checkout it would be nice to have a no-reciept option
Updated touch screen for check out at Shoreview
The desk is at an odd angle and when people queue up for help, the line snakes awkwardly out into the common space making it hard to get to the checkout or the PC's
More self checkout stations
A second book dropbox so you don't have to stand in line waiting to return books.
better book drop off outside and inside, one each is not enough
Additional check out stations
The self checkout is not nearly as fast/easy as Anoka
a way to pick up reserved items.

MISCELLANEOUS

Better sidewalk snow clearing in winter. ×2
Bigger, Better...more like Shoreview
stairs are a drag ×2
Put the books on the first floor and the DVDs upstairs.

more things like the seed bank at the wb branch
Only complaint is the sharp edges to the handrail. For those of us who MUST hold on, this is a design flaw (that has been ignored despite my attempts to draw management's attention to it)
alphabetizing DVDs by 2 letters in the areas where the collection is large, so we don't have to paw thought so many titles to find a selection,
Alphabetical/categorical listing of all DVDs in racks. ×2
Artwork or color in the main part of the library - looks like it's trying too hard to be sleek and contemporary. I miss the coziness of the old library - the wood, skylights, comfy chairs.
Faster transfers of hold items between branches
Leaving the collection in the same places. Stop moving things around.
The transit stop going east/south is HORRIBLE! I won't let my daughter take the bus because it's unsafe at the SE corner of Cty Rd B and Hamline

Appendices

WHICH FEATURES WOULD MAKE THE LIBRARY MORE ACCOMMODATING?

foreign films in a separate section not intermixed
front doors that aren't so heavy and largehe WBL Library is not warm or welcoming. I don't go becuase of the hours—they are terrible and mostly accommodate stay at home moms/retirees. I would love longer hours or even Sunday or Monday. Have a coffee shop—not a machine—not the same. additional check-out stations, staff doesn't help when busy, better parking lot and entrance to parking lot. Fix the floor it sounds like you are walking on a dock. Display CD so you don't have to contort to read labels. Fake fire place teaches kids it's ok to stick your hand in the fire.
is upstairs/downstairs distribution of materials most effective? Do you have enough data to examine this question?
Wider variety of Manga
Pick up Hennepin Lib and St Paul Lib holds at RCL branch.
Paint the roof red again! (I miss that)
sadly I think the new building shelving and layout is not as efficient as the former Arden Hills location

Why are we paying for more buildings? a library should only be on line.	
Having overflow sections below (for media or children's books) is confusing.	
charger station for phones	
GENERALLY POSITIVE	
The new WBL is beautiful and well laid out.	
It's rather perfect	
The library is accommodating as is.	x26
I love the small size of this libray. This is my favorite library. I would not change a thing except to be open more hours for selfish reasons. :-)	
This Library is perfect already.	x7
I love our library!	x4
The librarians that help me find books color on the walls, artwork. i.e. maplewood site makes it inviting.	
I am happy the way it is!	x4
I am HAPPY that so many children use this library.	
really can't think of anything; Roseville branch is great!	
It's a great space.	

Survey Question 4   TELL US WHICH ADDITIONAL STORY TIME HOURS YOU WOULD USE.

Answered: 152
Skipped: 2,019

Answers	Responses
Weekends	x21
Weekends & evenings	x14
Evenings	x12
Afternoons	x10
Early evenings	x7
More options	x7
Mid-Day	x5
Friday morning	x4
Late afternoon	x4
Wednesday morning	x3
Early afternoon	x3
Toddler storytime	x2
Thursday morning	x2
Tuesday morning	x2
Monday evening	x2
Late morning	x2
Mornings	x2
During school district days off	
Older children storytime	

(Above) Word cloud illustrating the frequency of phrases used in open ended responses. The bigger the text, the higher the frequency.

Appendices

Survey Question 5   WHAT ELSE IMPACTS YOUR LIBRARY VISITS? PLEASE EXPLAIN.

(Above) Word cloud illustrating the frequency of words used in open ended responses. The bigger the text, the higher the frequency.

Answered: 834
Skipped: 1,337

Answers
› Typically, you have what we need when we visit.
› Your staff is wonderful
› Glad you're interested in improving. I find all i need here as it.
› We frequent the Roseville and New Brighton branches. Since I have two kids, their proximity to my house and the big windows in the nice kids areas are the biggest two factors
› I mentioned loud talking, primarily from youth.
› Nothing. I go to get books (paper) and maybe a musical CD. Choice of books might impact visits -- I read science fiction,not fantasy, and the fantasy collection gets larger and the SF smaller.
› kids and adult books
› The area of books for sale is too close to the community room so any events make it thought to look at the books.
› being closed on Friday evenings
› Time available
› how quiet the library is
› Noise, eating, child romp,
› too much noise at the library quiet the kids and teens where is the adult rooms for movies and own space
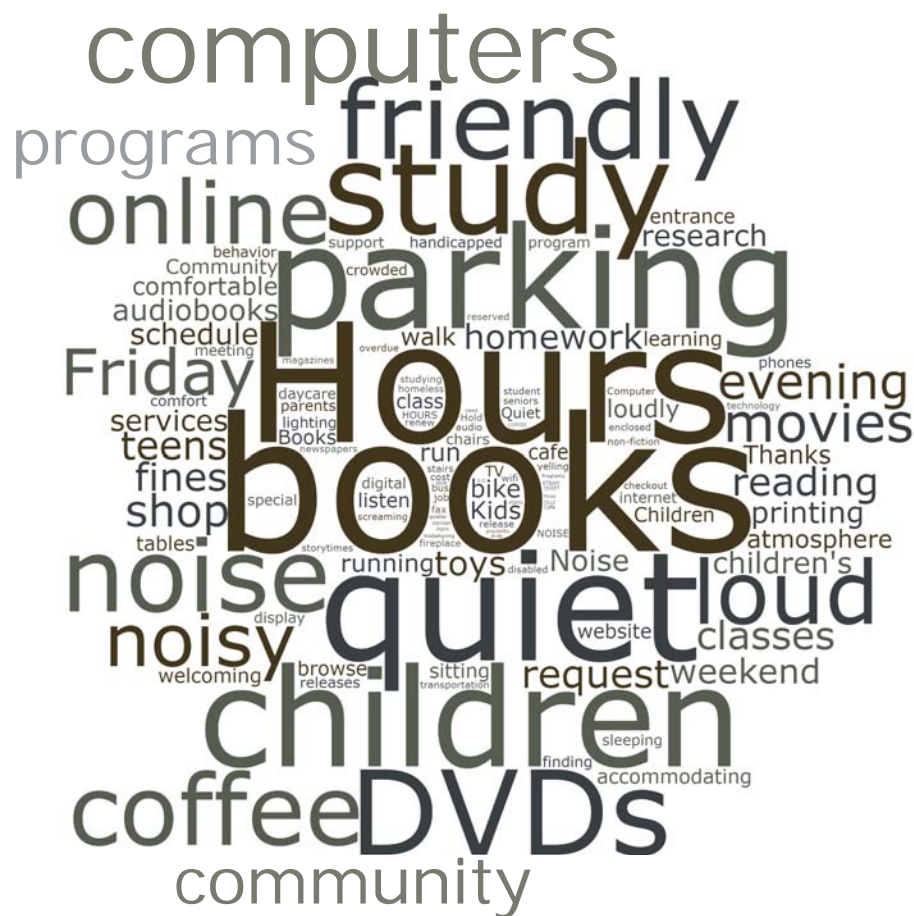
Survey Question 5   WHAT ELSE IMPACTS YOUR LIBRARY VISITS? PLEASE EXPLAIN.(*CONTINUED*)

› Need more spanish kids books for my immersion school kids. / For kids program days, it gets very hoisy because of lack of separation between kids and adult areas. / I like to read books in a series: the catalog does not give series order. / More catalog sections

› Some of the audio books are badly worn out -- need to replace. Also, larger book slot for bigger materials needed @ MV

› Location and availability of resources

› Have the "new" book section

› The extraordinary help and cheer of the library staff.

› I like [that] I can stop in. It's location is good. Warm, friendly feeling when coming and going. At recent meeting, it was cold.

› The design choices made in the remodeling left the building seeming both bright and dingy; the carpet has been showing stains and wear since installation. But I'll say again: the parking layouts are not only offensive but dangerous.

› Availability of titles and new releases

› This is a friendly capable place. I deeply appreciate the staff!

› The staff is very helpful and friendly

› This is a friendly, capable place. I deeply appreciate the staff.

› great service! Thank you.

› Nice librarians. Fun with visit. Great help. Great ideas

for books and movies.

› Staff very helpful.

› The great staff (#1!) and the energy! I have motivation to utilize technology to study and can regularly educate myself freely in the fields I like. Without a place for free education, I'd lack the help and inspiration to learn. I feel like I am at school!

› Hours of operation.

› The staff is knowledgeable and helpful!

› How kind everyone is here. It's close to home and feels comfortable. It's always welcoming and quiet. I also enjoy the selection of childrens books for my class and the movies. :)

› Children's area. Resources (we still love books!).

› I would like to see more resources for children, like supporting reading materials. I would like to see more cultural activities and resources.

› I would like to get "book due" messages on the day they are due, not before.

› Programs for kids.

› The staff at all libraries are very friendly and helpful. Plus the library's collection is surprisingly diverse.

› We love our NB Library!

› I would like to be able to access previously checked out materials through my account. I frequently bring home DVDs I've already seen.

› Would like to have evening hours.

› Nothing. I love this library. I enjoy losing myself in a

book. Thanks.

› Late hours are convenient for me.

› Closing time is too soon

› The librarians are so helpful

› Children's area needs to be enclosed -- too loud.

› Terrific staff

› I wish no food was allowed in the library. On several occasions, I've encountered issues with food at the library (garbage in study rooms, patrons eating loudly at computer stations). Otherwise, the library is fantastic! Maybe have a designated "eating area"?

› We reserve books online mostly and pick up holds. Would be nice to have SMS notices or a mobile phone app to give notices on the phone.

› Convenience. We always come if its open and are at the community center. / Hold requests - often receive quickly. / Great customer service.

› All good! This is one of my happy places.

› I exercise at the New Brighton Community Center, so I love having the library there. Makes it easy to drop off and pick up books and DVD. The staff is wonderful, very helpful.

› Increase collections, especially TV series, such as Bosch. / Include pay-per-view shows later. Don't need to see when presented.

› Terrific staff. Always helpful and courteous.

› Quiet working spaces.

› Some of the librarians are unfriendly

› A great space to come for anyone. Thank you!

› Would like to have a coffee shop or small restaurant in library space.

› I love the summer meals for kids

› Open until 6 on Friday/Saturday/Sunday

› I go to both Maplewood and North St Paul every week.

› Being open on Sunday

› Too many kids using public computers for non-school activities. People sitting at computers sleeping (so terminals are not available)

› The helpful librarians help when I can't find a book. They're super patient and are always happy to help

› The knowledge of the staff. Shoreview has an outstanding and knowledgeable staff. If they don't have an answer, they are amazing at providing alternative solutions!

› sitting in a comfy chair in front of a fireplace

› More space for children to play

› Helps me with homework

› Screaming kids. Or kids running around.

› People that are too loud - and the children

› Operating hours and staff--- great staff at maplewood and love to see slightly expanded hours (and a new cafe!)

› Do more to keep volume [noise] down --people talking, kids running around. Please!

› Needs better weekend hours.

› It is TOO noisy, so people can't work.

› Rude people talking loud on their phones.

› Need separate kids area

› We love the library!

› children's playgrounds should NOT be inside a library.

› Please make the cafe space rent more affordable so that a coffee shop can succeed in the Maplewood space.

› I like it quiet

› Good, helpful staff.

› hours -- wish it was open all day Saturday and Sunday

› hours (convenience)

› Nothing keeps me away from the library. It is my primary source of entertainment.

› You need better enclosed space for the teens. Like a gym in here. Yelling, swearing, running around. Won't stay to read here. The light really bad for reading.

› Unruly kids in computer area. Disturbing adult visitors. Librarian spoke to them. Disturbance continued. Kids were ignored for hours. As I am leaving kids are still here misbehaving.

› Cafe -- to serve coffee, tea, sandwiches/soup type of food

› I can't read; We don't love the library thank you for your good times.

› hours open

› The only thing that has repeatedly disturbed me

is the volume of the teenagers yelling, or when a physical fight it about to go down. A shared space should entail shared responsibility, but I don't know who should be accountable to these kids besides the parents.

› Sometimes the kids section is very noisy - kids make noise when having fun. It is normal. I like that kids have a place to play when snowy and cold outside. But they can be distracting. Why not turn the cafe (that people don't use) into a play space?

› Rental DVDs. The new ordering system has been less "popular" and the "new release" DVDs are very disappointing. I have been renting movies much less frequently

› love events for kids

› Pop, coffee, snacks, candy, sandwiches

› Separate sound proof room for video game players

› The way younger people act is a joke. It isn't a library it's a circus. I know a few people that would be happy to help monitor, myself included.

› Teen room needs walls. Too noisy.

› Drive through to pick up kids

› Negative impacts: Too much race ads; too much gender ads; too much religion ads; too much ethnicity issues; too much nonsense and posters

› Cleaner restrooms; access for soap dispensing for children; hand dryers to work efficiently with children and seniors in mind; lack of quality on toilet

paper rolls-- new supplier

› Love having the wall street journal and the NYT available

› Would love to have a better website that uses "good reads" list or offers a book list so I can keep track of what I want to read and what i have read. And makes ordering or browsing available books easier. Also offer readings by local authors of recently published books.

› The fact that the fines are pretty punitive. Other libraries we have been a part of gave us a week's notice to renew our materials, which was more of a buffer. Also, the fines are high for certain items which dissuades us from checking those things out. I've paid 20x the amount in fees/fines over the past year because of this and am now frequenting the library less and less.

› Nap times -- we come when baby isn't sleeping. So, more options for story time, specifically baby & me, would be great!

› Community -- peers, relationships, learning buddies

› Inter Friday hours -- closes too early

› Collections. Library staff help.

› Hours of operation on weekend -- please stay open longer :)

› Copy Machine.

› Wonderful staff help.

› Shoreview has excellent/extended hours. No complaints! Stay as is!

› As a tax payer, I do NOT want to pay for extended hours.   Cost of library services at non-library location (question 8)) --get a grip!   Need sound barrier for children's area.   Food/drink options --please don't go there!

› More room between rental/recommended stacks and chairs. Not very far-sight friendly!

› Benches outside to read on nice days

› Love this library!

› How busy I am.

› College level lectures such an anthropology, foreign relations, politics, theology, etc

› Audio books in car. Depends on how much I drive.

› I don't think we need to expand hours. Who would pay for additional services or hours/how much would additional services cost? (questions 6 - 9)

› It seems as though there are often "events" occurring that disrupt quiet study/reading at the library (noisy children, etc) The library is often my only quiet refuge to study and write.

› We love kids audiobooks and programs

› Extended hours is not needed

› We come to the library every 3 weeks to get books for reading and get books I have requested.

› library staff are the best

› Nice staff. Makes us feel welcome. Great location and easy parking (Mounds View)

› My kids like the kids space available at our library (WB)

› Enthusiasm and availability of library staff creates a welcoming presence. Friendly staff is important.

› Consider adding "Responsive Classroom" books

› More guided activities for children (classes, book reading clubs, etc).

› More child interactive things/books

› Children crying, screaming, pounding on keyboards, longer pencils, color printer, drone rental

› Out of house, visit friends, people.

› the read back program

› Love storytimes. Like the toys for my grandson.

› Play area for kids. Times of storytime.

› Fines too high on DVDs that are late. Longer check out times for DVDs.

› I love that I can request online and pick up near home!

› I enjoy the quiet, small intimate space at NSP library. Great librarians, too. Thanks!

› It's a good distance from my house and makes for a nice walk with my family to check out movies and books.

› I like the accessibility of recently published books that I can get at this library (North St Paul)

› Library hours are nice when they are later in the evening.

› Great program for kids

Appendices

› Times of programs
› NOISE! Public talking should be restricted to the lobby, outdoors, or closed rooms. It is illegal in Minnesota to interfere with others in public with noise or other detraction of the senses!
› I use the library often. Appreciate the resources and helpful librarians.
› Traditional library behavior should be enforced: 1. Low voice. 2. Patron courtesy. NO cell phone rule!! QUIET space to enjoy my reading. No KIDS running wild. :(
› Pleasant, helpful staff. Easy to access resources. Librarians explain how to do library website features.
› Comfort
› Nice employees and a good variety of books
› I love when I find Blu-Ray discs in the DVD Collections!
› Hours! Please open on fridays!
› Fun programs
› Hours that library is open is good now.
› Roads/accessibility. Size of selections. Reference materials.
› Hours! I would be super grateful and would use the library at 9AM
› I love this library!
› Hours -- open on Friday would be great (NSP)
› Children's area--- interactive play and more options for play would be great!

› Friendly librarians
› I love North St Paul's small, cozy size and friendly librarians!
› North St Paul library staff are so friendly and helpful.
› Research for homework and joy. DIY projects at home = research how to do these tasks/skills and to obtain ideas.
› Activities for children -- activities to be involved in on non-school days.
› We as seniors should be able to read fines down. Likes St Paul's mayor who is trying to do away with fines.
› The whole team that works here (North St Paul) are the best and go above and beyond to provide everything and anything. Can't say enough. Absolutely fantastic!!!
› I like using the Ramsey Library System at a local site that is easy to get to.
› The coffee shop, which helps me stay alert while studying
› More quantity of books
› Mostly having quiet for reading.
› The collection is great. Lots of material that isn't found elsewhere!
› Community resources
› Location - close to home.
› Public dwelling
› New non-fiction books

› Loudness in teen room
› Items on lower shelves are difficult to reach
› Hours open
› Allow book/DVD renewal (if item is not requested by others) by bringing it to main desk rather than sending through returns and making the librarian have to go search for it.
› Pleasant, helpful and knowledgeable staff!
› Diversity in patrons and staff
› The library collection could be larger and newer
› Would love more evening and daytime programs
› More evening hours
› The study room and the helpful staff
› Having story time more than once a week
› (1) Drive up book drop offs. (2) Auto-doors on bathrooms for disabled people. (3) child play area in back of building. (4) sun opening at 10
› Late opening times (10AM)
› Hours after 5PM work. Appealing to have early morning hours on a Saturday.
› I love the upgrades at both the Maplewood and White Bear Libraries. THANK YOU!
› Child-care themes-- picking up books to help educate.
› Home decorating books and magazines.
› Computer use.
› Newspapers
› People who has the copier while sending 38 page

› faxes. Also people who choose to place their feet on the tables and other furniture. In other words, slobs!
› My hunger and having to find a quiet secluded place with outlets to read, study, or do homework.
› New books and movies. Hours.
› Family story time is too crowded. Maybe a separate story hour for daycare groups would help.
› Kids run around
› Children are too often allowed to be noisy in the open space of the library
› Sometimes the computer software. Compare to burnsville.
› Kids yelling all the time. Sometimes it's too loud.
› Thanks for the RB digital service. I use it constantly.
› Convenience. There are two libraries close to where I work.
› Wifi speed is slow
› Current chairs at the little tables along the wall are not comfortable.
› Maplewood Library needs a second route exit out of parking lot at south end. You can keep the central east side lot entrance if you love it.
› Shoreview's fine arts is paltry - even impoverished - a bummer.
› The book club room is not senior friendly. We also need/use tables. The large community room or teen area tables are great!
› The Friday story time play has been great for my

grandson. Thank you!
› We love activities like "Read to Georgia" that encourage our kids to read.
› Open library at 10AM during the week
› More hours are wanted.
› Cell phone users who talk loudly or at length without stepping outside.
› Cell phone users who talk loudly or at length without stepping outside.
› Noisy kids whose play area is not a separate room.
› Large print selection.
› I enjoy the nice space to read and interesting programs (history, etc). Possibly add science lectures or other topics.
› terrible bigot, anti-anglo hatred, and indoctrination is now a primary role of this library
› Wonderful library, thanks!
› Get rid of video games, "twaddle books" (super heros). More educational toys (blocks, puzzles). More "classics".
› Personally wish there were more study rooms because I get distracted easily sitting int he open. Thanks for the open area to study, though.
› I think the library is a fantastic use of public money. Imagine if we had to buy all those books to read!
› Would like complete mystery series, not just one or two of a series.
› Children's play area is too noisy!

› Love the peace and quiet. So rare anywhere today.
› The library is the best deal in town! Keep up the good work!
› I enjoy the welcoming feeling I get when I see the staff because I know they will help me without giving up.
› I love this library! It is great!
› More classes can help
› Nice library staff
› Staff are well informed.
› need for information
› I think the big, steep stairway in the Roseville building makes it hard for those of us who are not officially handicapped but somewhat mobility challenged. One small elevator is not enough.
› Tight turn for drive up book return, poor visibility of entering vehicles for right turn from parking row closest to entrance/exit part of the parking area. (Shoreview location)
› One of the librarian in the children's area is not friendly. I think staff customer service needs to be improved.
› Hours of operation
› Parking problems. Crowds and congestion.
› The driveway getting in and the street around it involve four turns from highway 96. It would have been nice to turn in directly from 96 when going west. Its annoying, but it's a done deal. And the floor

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and it's echo-y sound is crazy and annoying-like the boards aren't secured. I suppose you have wiring in there that needs to be accessed.

› I love the service whereby you pull the books for me, I love the recommended books feature on website, the interface between searching and putting in cart could be easier. Otherwise really perfect.

› If the library does not own a book, is there an option to make a suggestion about the library buying this book? I've been told that there isn't. I would love to see that offered at our library.

› Dvd's at Shoreview way in the back of the library. After hours drop box at Maplewood very user-unfriendly to handicapped people---got to get out of car and walk to it. Failed restaurants at Maplewood charged too much and were too ethnic/menu items.

› Nothing, I love the library and value it as a resource.

› We LOVE the library and stop many times every week.

› Sometimes parking - as the lot is fortunately full, which means people are using it.

› Website use. The app is not easy to search on.

› Allowing snacking at the computers is creating a lot of crumbs on the keyboards and sticky rings from beverages on the counters.

› sometimes hours - but you really have good hours

› D&D

› not much. i love my library!

› noise; sometimes it is very noisy in the library and this makes it less enjoyable

› I use the library's hold service almost exclusively to reserve books. It works well for me.

› Access to resources, access to transportation, and access to librarians.

› I really value Ramsey County's DVD collection.

› good parking

› Parking lot design is terrible

› I like the second floor of the Roseville library. I like that libraries are the last quiet places in our society where there's not constant music playing or other noise. It's always annoying when there are loud library patrons, but it's usually pretty good here.

› I'd love to be able to pick up book holds without taking my kids out of the care. A library drive through would help

› How easy it is to find books. There are also books on most subjects, unlike other smaller branches in the Anoka system.

› Hours of operation. Realizing that you must keep reasonable hours and operate on a budget, what bout investigating whether once a month late hours on a Friday or Saturday would be feasible I have a busy schedule and knowing that I could get in late in a Friday would be nice. (And I see you have a question related to this below.)

› There is not a cozy place to read at Roseville with

warm color lighting

› How crowded or busy it is. If they have my books available, Roseville is a busy/popular location where I have to wait for my books to be available

› These days, my work schedule.

› Hours, staff help, availability of materials/books

› Parking near door.

› Availability of movies and books.

› Ebooks. I'm liking the ebook cloud option.

› love the online reservation and renewal systems. library staff is GREAT

› Hours/days open. The longer the better

› available information

› I don't have a printer so it's awesome I can print here

› Friday and Saturday night hours

› Security in using computer with others around and if something is left in the computer like a flash drive that it is turned in and saved until the person comes back for it.

› The excellent staff helps me locate materials and most know books.

› The atmosphere is wonderful here. However if the children's area could be closed off (to reduce noise) that would be wonderful.

› It would be nice to have the general media on the main floor. The stairway is a challenge for many adults and the elevator s/b for those who really need it.

› Your operating hours are the best! I know that I can visit the library any day of the week. Sunday hours could be a touch earlier (if you want perfection.)

› I wish that you could still renew books ONLINE even if there were more than 10 books overdue. I end up racking up huge overdue fines because I either have to contact a librarian or go into a library to get the items renewed; neither is very convenient. It would be nice to also have an option for a text message or email if your items are reaching their return date. I also wish there was a limit on overdue fees for the reason above.

› My wife is a barista at the Dunn coffee shop.

› Staff available when I need help

› ease of checking out and returning library materials. Ease of ordering MNLink materials and speed of getting those materials.

› the warm fire and the quiet ampnosphere

› Often coming to the library for a group meeting. I arrive early to drop off due material and browse collection.

› I usually search online for books, then place a request for that material. I then visit the library to pick up my "hold" - and browse for other books.

› I am grateful because I can use your library, which is near my work, even though I am a Hennepin County resident. You also, very often, have new titles released earlier than my system.

› Hours - I tend to be able to go to the library either early in the morning or later in the evening, so only certain days work.

› Times that it is open. Would love to see it open later on weekends.

› Already mentioned but when study rooms are full there are few other places to sit/study/plug in a laptop. Bathroom facilities are GREAT along with a place to refill my water bottle. Bulletin boards with community events are a real asset! (Interested in posting an upcoming NAMI class at Shoreview, I found the BB is around a corner and out of sight so not helpful for building and supporting community connections. That is unfortunate! I stopped at the Shoreview Community Center and they have eliminated any kind of BB at all, so particularly at SV, a BB in full public view is needed. It takes some time to monitor and keep up to date but is worth it I think.

› Hours the library is open.

› My Favorite is new movie Tuesdays when the new dvds are released.

› Not open when I want to go there

› Interactive kids area and variety of book/dvd choices.

› Resource librarians that are helpful and nonjudgmental.

› When arriving on bike at the Shoreview library on Why 96, you must carry your bike up stairs to lock in on the bike racks.

› Availability of books (paper books)

› I have a young child and bring him here to play.

› it would be nice if there were longer hours on fridays

› Books and dvd's

› How crowded it is and if the customer service people are helpful (also nice)

› I like being around books, being able to check out books & CD's, using computer/printer!

› It is difficult to read several books in 2 weeks when they all come in at the same time on the reserve list. Don't know how to solve this.

› Your programs are so popular there is frequently standing room only. It is VERY NICE you call in the community cable TV folk. Please post the cable TV schedule more prominently on your web site.

› Hours

› approachable staff

› availability of titles I want e.g. Your science fiction collection is sadly lacking, having been replaced with mostly fantasy titles.

› the open hours

› free public computers, free wifi, a good resource place for basic information needs.

› Love the small size and the awesome DVD collection. Great staff. Would not change a thing.

› Holiday closings.....

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› hours, days open location
› Convenience. I work at the NB FSC and when I no longer work there I will use the Shoreview branch.
› Help from staff
› Parking
› Availability of materials
› You have terrific staff.
› Proximity. SPPL ar closer so I use those almost exclusively.
› which locations have my desired DVD checked in
› Largely the hours that they're open. If my personal library isn't open I'll trek out to another one that is.
› convenience and operating hours
› Sometimes excesive yelling from teenager after high school hours
› checking out books using the computer working on homework
› I use the library for a place to hang out and a place to check out materials.
› Amount of Books and DVDs have influences browsing time and therefore popularity of the library
› The design of the interior
› [indecipherable] lane like Roseville library
› Queue for self-check out, availability of staff, requested materials (a larger space to accommodate people, physically would be great)
› We love the library! Clean, fun & friendly
› Too many people don't pay for printing out stuff they

abuse it and pretty soon that will be taken away Too many people stink up books with perfume so I won't check out books I am sensitive to scents.
› While it maybe impossible to control--sometimes it would be nice if it were quieter--even in eves after school & daycare is out. You can dream, right?
› I just feel our libraries are the best! Knowledgeable staff--how to set up book to listen on my phone TODAY! Great computers/printers
› It's the closest one to my school so I can walk here every day after school.
› Hours--open at 9:00am on weekdays would be helpful.
› Ease of finding material and hours of service
› Like BIGGER collections
› Events for my 9, 7 & 5 y.o.
› Longer hours would be more accomodating.
› This place is my getaway! Love it here.
› Hours Parking
› Sometimes the kids get REALLY loud. It would be nice to have that space more enclosed.
› These are great libraries!
› I enjoy getting children picture books on CD for my children and am pleases with a large selection. I love the drive thru book drop off. My children really enjoy the learning interactive toys but would use other toys if available. The amount of books in the kids section is wonderful.

› Books and DVDs
› Noisy/rude children/teens
› The lighting is awesome.
› $1/day for DVD is too high!
› Weather
› We use both library spaces [checked WBL as #1 and Roseville as #2] & materials (adult & kid) twice a week regularly. We could never afford access to such a variety of resources. All adults in our home use private (quiet) study spaces often and we love to read & play in the kid are w/our girls. We also love the parks access stock checkout!
› Is this a library or daycare? Kids being kids need a seperate area away from patrons. So they won't disturb others.
› Child events: story time, live music!!!
› At WBL, the hours. Of all the locations, they are open the shortest amount of time.
› Nice staff on duty, (Which you already have) and clean library, Which you already have).
› I like the rental books.
› I use the computers & the printer's and sometime's the fax.
› Children
› Computer availability. As long as a computer is available I'm happy!
› The employees
› Great library, our family loves coming here!!

- The libraries are a great asset. Thank you.
- Get there as soon as a requested book comes in. Return a book ASAP on my way.
- Noise by the computer area, seating and loud phone conversations.
- We mainly come to play in the play area for my kids to play with other kids.
- the hours expanded
- I like the old-school QUIET atmosphere. Sometimes play areas/groups interfere with that. In general, do what you are doing & offering & do it well. No need to offer breakfast!! (as seen at Maplewood).
- Printing Good books Game Area Snacks
- After hours,exterior return drop box is inconvenient and awkward. ALSO, The website would be much improved if it were intuitive like a smart phone.
- Too much noise from teen room.
- At the Maplewood & Roseville libraries, the teen sections can get really loud after school. It is important to have a safe space for kids after school, but it could be a lot quieter.
- Parents using play area as a babysitter paying no attention to disrespectful kids has gotta stop! Neglegent parents take away the learning, studying in this library. (I have a child.)
- More kid toys, more kid crafts
- Variety and availability of books.
- It's perfect just the way it is.

- I would like more free classes, & music presentations & times for seniors to be interviewed by middle-agers.
- I love the walking area behind Maplewood library.
- Parking is sometimes too full
- You are doing an excellent job!
- Please see #10--Some people that I know do NOT go to the library--why doesn't the staff have name tags?? Why hide their names?? Most other public places I go have first name tags--if one wants compliment or complain. Library is not clean--need lessons on leanness-- clean!
- I like the hours at this library.
- hours. the early closing on fridays is hard in winter. we end up going to the community center instead. sunday mornings are hard too - the library opens right around when nap time should be starting.
- Sometimes it is quite noisy.
- Room for teens is way too noisy
- Hours at WBL library More options with E-Books like Kindle.
- I am applying for employment positions; I have no internet at home. So this is imperative to have the Library computer. Thank you so much. 18-1/2 years at my last position so I am a bit out of it. But I'm getting there.
- hours open
- Most times the resource librarians help me locate materials related to my special interest.
- I occasionally can't find a space to work, but that's more my timing than the library's issue. I wrote an entire book there, and when I was on schedule I never had a problem finding space.
- TED talks like at Wt. Bear Library Lecture about history, architecture or science
- Warm welcoming facility and staff
- Regular visits for kids. My personal visits are limited by the books offered by the library. Easier lending from the University of Minnesota would serve my interest in specialized books. I've borrowed from the U of M collections before but it requires special emails to librarians instead of reserving through the online collections.
- The hours you are open. It would be nice to have later hours on some days, but I recognize that staff needs time off!
- Book club--we meet at library (Shoreview or Rsvl)
- Enough computers for easy access. Haven't had a problem with it thus far... love to keep it that way!
- Daycare groups can overcome storytime
- Looking for new resources referred online by articles or bloggers. A way to bring online presence to paper! Programs to highlight things for families to do right here.
- Hours open
- Parking Library hours

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› Hours--more Ask people to NOT talk on their mobile in quiet areas. Signs

› Make printing of receipts at checkout optional. This is a suggestion by my 9-year-old son to reduce waste!

› If steam is happening

› I sometimes go to Maplewood Library instead because they have more books in house.

› Weather

› Closed on all holidays when most people have time to visit the library.

› people talking on phones while trying to read!

› I pay a lot of $ on my Ramsey County Property taxes for all of the libraries. PLEASE HAVE THE SAME HOURS FOR THE WBL LIBRARY AS YOU HAVE FOR THE SHOREVIEW, MAPLEWOOD, AND ROSEVILLE LIBRARIES. IF YOU DETERMINE LIBRARY HOURS BY THE NUMBER OF CHECKOUTS, THE WBL LIBRARY WILL NEVER GET INCREASED HOURS BECAUSE IT'S NEVER OPEN!

› Staff demeanor has a significant impact. I frequent several of the branches. Most staff are friendly and helpful, but a few have been visibly impatient with a request for help finding materials, and occasionally downright rude (particularly at the Roseville location).

› We love the summer programs. My kids check out tons of books--especially the graphic novels.

› I like the little cubes that display books to read that are staff favorites or try these. I find new authors that way.

› There needs to be more areas for quiet study, but necessarily a study room.

› I do homework in the teen section--people shouting and playing games distracts me.

› I wish all branches had the same t.p. dispensers as Shoreview, at the same height.

› hours of operation

› COFFEE SHOP ATTACHED IS GREAT BUT THE INDUSTRIAL CLEANERS USED HAVE AN EXTREMELY STRONG ODOR THAT MAKES MAKES DIFFICULT TO BE IN COFFEE AREA AND NEARBY COMPUTERS

› The selection of the material and whether people are loitering or not. Having wholesome story hours that do not try to change a person's view of sexuality. The library is here to increase literacy and open doors of opportunity. Not a space to press social issues.

› Nothing

› I really enjoy the adult classes. The computer classes and I love makerspace for adults. I am disabled and programs like these help me to get out and be part of the community.

› fines - wish you could volunteer or read down for adults   wish longer hours in the evenings on Fridays

› I think the only thing I'd like to see changed would be to open our library on Fridays.

› The parking lot lights are very dim.

› I LIVE WITH DISABLED ADULTS. I CANNOT EASILY ACCESS THE LIBRARY. WE NEED SOME KIND OF BUS SRVICE OR ELSE, A BOOKMOBILE

› library hours more early hours

› New books, rental DVDs

› Hours open

› I love the library and I wouldn't change a thing.

› love the ability to reserve materials on line and receive notices that the materials are ready for pick up. Thank you!

› location. This is a very good library.

› Atmosphere

› Employees our excellent!

› I would love it to be open after 5 pm on Fridays, even 6 pm would be helpful.

› The opportunity to volunteer. I thoroughly enjoy my volunteer time!

› Love the libraries! Thanks

› Wheelchair user--need ride to library

› Not knowing when Ram Co Lib is closed until I get up to door

› Parking, kids area, computer usage

› It'd be nice to have reference person on the main floor--How about parking spaces for the elderly who don't have a sticker?

- Noise level in Roseville library on 1st floor is extremely loud--find some alternative to muffle sounds of screaming kids--
- Noise. Grand staircase at Roseville transmitts noise. New Ramsey County manager doesn't support library staff & branch manager to supress noise--he used library to produce videos. Shoreview: teen area has best lighting
- Staff is always happy to help. Friendly and professional. Your homework and reading (Paws to read) are a lifesaver! Thank you.
- That we checkout many available books.
- Love coffee shop connection Drive thru, drop off
- Parking should be diagonal rather than parallel. Can't tell if another is coming until you back out.
- OLLI classes scheduled here would be wonderful!
- Maplewood library BADLY needs computer upgrade--larger screens
- It's clean, comfortable, pleasant space. It feels good in here.
- Capability to do research. Increase online search capabilities such as MNLINK
- 10:00 is very late to get started.
- I love the library as is...I would miss the helpful staff if we choose to be more automative.
- community news, ie. community programs or events
- I'm there for books only. No other services.
- Parking. If it is busy I go elsewhere. Friday evening

hours would be nice. More help with e-books and books on "Audible"
- Cleanliness, friendly staff & the hours.
- I came to this library since I was in elementary school and now I'm 29. I really like all the people the visit the library. The 2 sections w/children's book downstairs and the adults upstair.
- I have visited libraries in many cities, and this one is great!
- Love the libraries, you're doing a great job!
- Electronic resources are lacking, now that 3M is the only option for borrowing ebooks. Lack of a consumer area is a problem too. Lack of access to online Consumer Reports.
- The friendliness of the staff, which is outstanding & much appreciated at Shoreview!
- If the book is on your shelf.
- Prefer not to interact with staff, not friendly at New Brighton, others libraries seem more friendly.
- Love a quiet library.
- Love everything!
- Better mobile app
- Many of the kids cds, dvds, and audio books are scratched. We have stopped renting them as they are more often scratched then not.
- I can do projects
- Great library, love the history/pol programming
- the seating area by the computers, people visiting

and talking loudly on their phones. First floor.
- It's free! Duh!
- Has to fit in when I'm running errands.
- I look online and choose SV or MV depending which one is carrying the books I (or my kids) want. We like both libraries and visit often.
- Used book stores--wonderful addition and option to borrowing.
- Availability of new movies, video games, books. Amount of space to use computer for homework.
- Disruptive teens in adult areas--glass doors dividing childrens libray, a must. Better supervision of teens. Roving security people.
- It is great
- signing up for mnsure, Minnesota care etc, help with computers and technology,social services help
- Quiet
- Why don't you say WHY a library is closed for a day on your signs. Such as : Thanksgiving, 4th of July, Veterans Day, etc. People should know holidays such as new immigrants.
- The New Brighton branch is small but mighty. :) If they don't have a book, I just request it online. That's been helpful. The staff seem great, too.
- Good selections of books
- ease of access
- More music, coffee, & meet-greets   This is a neighborhood facility

Survey Question 5   WHAT ELSE IMPACTS YOUR LIBRARY VISITS? PLEASE EXPLAIN.(*CONTINUED*)

› Quite study rooms. Gives me quite time to study because I am very sensitive to noise.

› I like the books. Please don't get rid of any more books

› Terrific staff--thanks!

› Thank you so much for being open on Sundays! This is huge for me. I wish I could check out fiction DVDs for 2 weeks instead of one. Good work!

› Being able to get help from anyone I ask. Personal, helpful staff, and finding the books I want.

› hours of operation

› Proximity--we live 1/2 mile away and come multiple times per week!

› I would appreciate longer Sat hours and no early Fri closure

› New DVD releases. CDs that I don't own.

› Inter-library loan!

› Online tool is great Inviting areas to read.

› Quiet Atmosphere

› Typically have what we need when we visit

› How quickly new titles are available. The age of movies available.

› I like having longer hours.

› Parking

› I really miss the Cafe and news + a beverage and snack.

› Turn fireplace on when below 32 F.

› Convenience

› I love to write sermons at the library in Maplewood. Sometimes if I forget my headphones it can be v. noisy! (Large area.) Would love more weekend children storytimes, esp. at Roseville.

› Maplewood is so beautiful. It's a dream library. I see all sorts of wildlife at the windows as I write my novel.

› Friendly staff that smile and are glad to see me!

› More kids programs would be great.

› I'm happy with what exists now.

› Love Maplewood library and all on one level!

› Children events (story time tot obs. course)

› I find the library a wonderful place and really don't have any changes need in the physical space. For both the last and the next question, no change is not an option. Please include in future surveys.

› Hours of operation

› Consistent place to eat! Though I understand if it doesn't get enough business to stay open.

› short weekend hours. that's when i have the most time to spend with my child.

› As mentioned in the previous question, the cold, sterile environment of the library is very disappointing.

› Hand holds in different, I have difficulties with balance sometimes. Handholds to help rise from a few computer seats.

› Keep Firefox updated as I prefer it over MS Explorer

› Parking - I wish it wasn't so far from the door.

› Why do you still have automated receipt printing? That is so extremely wasteful. I don't want a receipt, or send it to email.

› Library hours - I appreciate that it is open until 9 PM (longer hours than other library systems)

› ability to have items delivered to NSP location from other branches

› The computers are nice and so is the free Wi-Fi

› More cheerful staff

› Having computers, and visiting hours

› I would like to be able to read down fines even though I am not a child.

› More natural light at the Maplewood location and a coffee shop. Comfortable chairs located throughout. Listening station where you can come and listen to various CD's, etc.

› impacts?

› Location location location

› It's busy! Which is good, but I can't choose it to get quiet work done as there's not much space. Could we have more bike racks?

› Love of books and music

› I would really love to have a library within Vadnais Heights. This is my big wish!

› I'm retired and enjoy coming to the library to be a part of something vs. being at home alone. Thank you!

› The staff - I really appreciate how helpful and knowledgeable they are; I also love the self check out kiosks, this is critical when my children are with me and checking out can be tricky.

› Love all the librarians and volunteers - super helpful

› I appreciate the surroundings, and the diversity.

› pick up local newspapers, periodicals

› Hours open

› We like to get to more than just one library, but distance is an issue. If we don't visit Roseville we typically visit the Maplewood location. Access (metro transit, parking, bike racks, etc.) is important.

› I leave earlier than planned when children are running wildly. I'm usually there with my own young grandchildren, and it's important to me that I teach them respectful behavior.

› White Bear Lake with no morning hours 2 days a week is not very convenient.

› I love coming in for the open Maker Space. Please consider investing in the maker space.

› I grew up going here. My current closest library is closed for construction for a year (Anoka Centennial Library) this is the next closest and best option.

› Maplewood a great library

› more daily newspapers from around the country and world like The Washington Post and Canadian and British papers or have them available online w/o restriction.

› Content of the collections. I am a college student and am frequently disappointed by the lack of books written by academics (i.e., more than just popular literature).

› Parking is an issue

› Please enforce quiet in the upstairs study areas or provide a large quiet space for people to go. One group of two people disrupts more than a dozen who are just looking for a quiet place to read.

› Love libraries (I hold an MLS degree). I could use a stool to stand on to read the titles on top shelves or to sit on to read titles on the low shelves. Usually visit the coffee shop, a positive feature.

› It would be nice if the library opened earlier - like 9 am on Saturdays.

› The noise at times is out of hand and not what a library visit should be. It's becoming a dealbreaker for me. Also, please upgrade browsers on the computers. Seem too slow or can't manage certain things (I'm not "techie")

› Hours of operation - I had to switch libraries as my preferred library did not have Sunday hours.

› lack of study space is the biggest problem

› How quiet or loud the library is.

› I was exploring aspects of the library. I have yet to use the computer support classes, but I'm aware of them.

› I wish there was a 24 hr. location, just open more hours, than the regular library schedule....

› I was at Shoreview library this past summer the library I once most used.First a handicap guy was called a retard by a patron was not handleled well by the same librarian man I went to about kids throwing things in back area I was told they are good kids,they tattled on me cuz I made comment about picking up stuff they through in back area by computers. He listened to them like I did not matter that I was almost hit in head by a pencil.I have not gone back since.Libraries are not for kids to throw objects and cut up.I miss my Shoreview library but refuse to go there as long as the one librarian is working there.I have a handicap brother I was shocked how it was handled.A new library that seems to allow bad behavior.Plus I rent many books and movies and support library.I felt as if he never believed me took these 4 boys side,

› The brightness of the environment. so inviting and easy to read and see everything.

› clearer parking and driving lanes in lot - I've been backed into twice

› I don't have air conditioning, so I love to visit the library on hot summer days. I wish they were open later on Friday nights and the weekends!

› hours libraries are open

› Access. There isn't an easy way to get from Little Canada to a library; other than driving.

Survey Question 5   WHAT ELSE IMPACTS YOUR LIBRARY VISITS? PLEASE EXPLAIN.(*CONTINUED*)

› my child does not like the noise and chaos associated with family story time which leaves odd hours for us to visit. books layout in children's area makes specific books difficult to find.

› Late fines. I think the library could be more accommodating toward lower income people who have challenges with transportation and internet access (and so can't always renew materials on time), and then end up getting "locked" out of using the library for long periods.

› I love this library system. I often stream library materials and I like the CD collection, wish there were more.

› Schedule and working hours. Kids games and activities. Books selection.

› Cannot always find the movies that are in racks.

› Availability of books I want

› Most importantly is the overwhelming stink from burnt coffee, decaying coffee grounds. The Library should be smell free. It is disgusting.

› I really find in inexcusable how loud the teens are. They chase each other around the library, laugh, swear, yell, etc. If they are to be permitted to be loud, then the café area in front should be turned into the teen center so that the noise is away from the rest of the library. I've had to go elsewhere many times and it's a shame because this is otherwise a wonderful library.

› books not available at St Paul Public Library

› evening hours

› Fines, especially for kid books

› What games are coming out/ones that you have. Series that i haven't read that i have been suggested to me. Basically, if you have something cool I will go to the library and check it out.

› Research materials for a variety of subjects (instead of online resources). Media- especially music cds. It is a great space to relax - nice and open.

› Would like to have computers within the study rooms or have a few rooms where there are computers available so as to be better able to take tests/quizzes without the general noise within the library.

› Studying. Taking kids to read and play. Checking out books.

› Noise level-it is quite distracting with the children and the teens while trying to work on the computer

› Too noisy....people talking in loud voices when I am trying to read something. People should be taught to whisper

› Great staff at the makerspace station. They are super helpful and have managed to excite my kids about the 3-D printing options. Thanks for all of your effort.

› Mostly Coming to the Roseville Minnesota Ramsey County Library and Just ONLY and ONLY Working at The Computer Internet Station Inside The Library and Enjoying Hanging Out and Having Something to Eat and Drink as Either for Breakfast or Even Lunch or Just as A Snack at The Roseville Minnesota Ramsey County Library Dunn Brothers Coffee Shop Café FOR SURE FOR GOOD Indeed ALWAYS. Thank You.

› The programs are wonderful I love coming to them when I have availability.

› ice/snow in parking lot and entrance

› At some of your libraries, the kids are misbehaving and staff does not intervene. It can sometimes ruin the atmosphere of the library and drive people away.

› I have 3 kids ages 4 and under, and I often need to pick up a hold but don't want to bring all those kids in just for 2 minutes. I've heard of branches in other states with a drive-thru hold pick-up and would love to see that option here. There's a lack of open study tables with space to spread out multiple books/papers/computers. The desks upstairs are too small.

› We hate the noisy children and families! Aren't people instructed in quiet library behavior anymore? Loud telephone conversations are irritating and parents who let their children run around and talk loudly is disruptive. Also we notice a lot of books are mistreated by previous people who have checked out the item. Water and other stains and food residue as well as pages stuck together in books

is awful and too common!

› long lines when people are returning library materials

› Friendly staff. I find the librarians kind of snooty at this library. They should be out helping people, not just sitting behind their desk.

› close to me, helpful staff, like the small size, easy to find things.

› Picking up materials requested through interlibrary loans (MNLINK).

› I enjoy the longer hours, in other towns I've lived, there were much shorter hours and no sundays.

› The drive up book return should have a straight approach. It should not be on the outside of the curve. I shouldn't have to scrape my tires on the curb to get close enough h to put the books in.

› the collection needs expanding.

› Time, day of week, weather

› Sometimes kid events get noisy and can be heard in the single study rooms, and then I gotta leave cuz I just can't do APUSH like that, ya know?

› They should be open more hours,like Friday or Saturday nights would think they'd be busy.

› Times - I would like late nights at one of the branches on the weekends. I try to get caught up on work on weekends and usually don't get to the library until later in the day, but it closes at 5 pm. Also, earlier Sunday mornings for at least one of the

branches, would be helpful.

› location good; resources good, including library help; cost; computer, fax, and copying services

› Quiet place to read. Books and CDs

› Hours. I wish there were a few more late night or very early morning hours.

› Warm atmosphere and friendly workers.

› I often drive to a Hennepin library because Ramsey does not have many of the books I would like to read.

› Hours open

› personal indolence and inclement weather

› hours - the extended hours are wonderful

› internet use

› See previous note. It's way too noise to read. Even the study and meeting rooms don't block the noise.

› I am somewhat visually and mobility impaired, the library is not great about accommodating older patrons. It feels extremely youth-oriented and I don't always feel very welcome. I am very, very tech savvy, but I am referring to the space itself.

› The friendly staff

› staff. I would prefer to interact with friendly staff.

› Periodicals/the used book store.

› Libraries used to be a places that were quiet and place to think, study and do research.   Now they are a catch all and unfortunately reflect the lack of respect that is generally missing within society today.

I don't want to have to listen to other peoples phone conversations and lack of self control while out in public places.

› Nothing the library has control over.

› Card catalog and available reading/resource materials.

› I am an aspiring writer and use the library as both a source for research materials and a place to work. I can't always find a suitable area to work, though, and dislike using a study room due to lack of control of the climate. Last time I used one it got unbearably stuffy and humid. I appreciate the carts and the elevator, as I have trouble enough using stairs (fear of heights) and can't imagine navigating them with full arms. The other issues I have encountered are needing more study materials such as notepaper, paper clips, index cards, pens, etc. And snacks, or even a sandwich or something like that. I don't know if it would be feasible, but think it worth at least considering- a small supply store and snack shop or vending machine, etc. I know there is a coffee shop, but I don't drink coffee and suspect they don't offer much else and certainly not at the most affordable of prices. Plus, it isn't convenient to have to pack up to go to the coffee shop. I am wishing for something convenient, modestly priced and focused on the studying or similar crowd who are at the library for long stretches and need a little something for

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their bodies or their physical supplies to help them keep going instead of cutting their session short prematurely. Maybe it could even help generate some extra revenue for the library.

› Hours. We spend equal time between Maplewood, which is larger and has better hours, and North St Paul, which is smaller and is closed more often. Sometimes we go to Shoreview or Roseville for their play areas.

› The availability of computers, reading the daily papers, and browsing thru the resource areas of interest!

› Parking is an issue -- the way the parking is structured can make it hard to run in and out with kids since you always have to cross a major traffic area. It was designed poorly. Also, people totally don't respect the signs about fuel efficient vehicles and van pool, so you basically reserve the best parking for people who aren't telling the truth! Would love those to be 10 minutes spaces, or reserved for people with kids.

› The library strives to be a safe space for people of color, LGBT folk, disabled people, immigrants, and women, and accomplishes many of its goals for such without being misguided by privilege.

› Noise from the teen area is often extremely too high. Children or teens sitting at the adult PCs get too excited and call loudly back and forth to each other, even if they're seated next to each other, to

the point that it's a very piercing sound. If there aren't enough PCs for them in their areas, perhaps those areas need additional equipment. I don't know if that's the case, or if they just want to use the adult area for some reason.

› Hours. Current hours are great. Not sure what the future will bring. But do appreciate availability.

› Parking lot space

› ability to browse new selections

› We love our visits!

› The movies and TV shows are often out of order which can make them hard to find. If the ones from each series were together then that would be a good start. Otherwise the whole library system is outstanding.

› We really dislike the constant countdown to closing, and turning the lights off before it is closed which increases the risk of falling down the stairs.

› Awkward entrance through Dunn Bros which is closest to biggest parking lot. Direct entrance to library from that side of the building to the library would be preferred.

› It's not a library any more. It's more like a daycare.

› Hours -- I wish the library had later hours on Friday night but I understand staffing needs

› availability of books

› The library is really nice. The pedestrian(and bike) access is a little awkward coming and going from

the light at B. If you are walking on the sidewalk, you have to cross the exit drive, walk a little, then cross again.

› germs. Things don't always seem cleaned off or sprayed down in the childrens area. Especially cold and flu season. Leaving spray out for parents to use would be helpful. Or sanitizer stations.

› Parking can be difficult at times.

› The parking lot is not big enough at shoreview

› Available Hours

› sometimes there is just too much noise. would appreciate more quiet. why are print-outs/copies $.20? Hennepin County charges $.10/page.

› weather and my work hours

› TOO MUCH NOISE, CELL PHONES, LOUD KIDS and SCREAMING BABIES!!!

› The new(er) library design has TOO much open space and children/teen areas. Further, that open space has hard floors and high ceilings, making the entire library louder than it should be. I visit the library considerably less than pre-remodel, and this is the primary reason.

› Kids using up computers for playing games & other non-educational purposes.

› Not open till 1:00 on Tuesday and Wednesday

› The hours that differ from branch to branch. I find it hard to get to the library in the morning hours, and am grateful for the days of the week at White

Bear Lake branch when the library is open till 8 p.m.

› I pre-order my books so I don't have to spend time at any of the libraries. Like I said previously they are just not "inviting".

› hours, availability of small study spaces, quiet

› parking, hours of operations

› open hours. would use longer weekend hours.

› There available times open

› Noise/activity level (quiet is preferred), having a sufficient number of YA novels to browse on the shelves, physical attractiveness of the library inside and out.

› the friendly help of staff and the availability of computers and other resources.

› Selection of books and magazines.

› How busy it's going to be since if there's more people, I'm less likely to go due to the noise.

› you have a constant anti-anglo theme in your presenters and guest speakers.

› I appreciate the Ramsey County Library System has a location with materials that are not subject to being placed on hold. This allows patrons to reduce their wait time to obtain, read and return new some books more quickly.

› you need angle parking so you can see when you pull your car out. Also, the sharp corner on the north side of Roseville lot is not car friendly, someone always needs to wait for someone else to enter lot due to the sharpness of corner.

› Short or irregular open hours make it harder to plan visits.

› nothing really, I am mobile physically and have a car.

› Site being closed on Sundays afternoons

› I would love the library to have a larger selection of online books.

› My husband would like coffee to be available.

› It's tough to get to the library at times because I have 3 small children along. The parking situation at many of the libraries means we have to walk quite a distance to get to the door. I try to time my library visits to when I'm alone or when I have another adult with me to help walk kids across the parking lot.

› I do love the coffee at Dunn Bros. I wish they had more seating!

› The Roseville Library closes so early on Fridays -- Fridays are the night when I like to treat myself to a library visit after work, but it closes at 5:00.

› You very often have earlier release of new books, audio books, etc., which I appreciate

› Some of the parking areas are clearly marked as no left turn, but this is widely disregarded

› Ease of ordering books and ease of picking them up

› The books are far from the door and harder to access. It makes them seem less valued and usable.

› The hours they are open. I have needed to go to the library with clients at nine but they were not open until ten. Frustrating.

› Print quality of receipts.

› Open hours, would love book recommendations or a book club

› I always enjoy visiting the libraries because there is always a good selection of materials (books, DVDs, CDs) and the atmosphere at each library is unique, but always welcoming.

› The library hours are very accommodating.

› My children love the coloring sheets and lego table- more of this would be great.

› The amount of books, areas for reading, and overall atmosphere.

› Parking.

› Would like to have the option to NOT PRINT the check out receipt, I just toss them in the recycle bin. Hennepin county asks on check out if you want a receipt to print or not, wish Ramsey county had the same option.

› BOOK CLUBS EVENTS COMMUNITY ART DISPLAYS

› accessible hours parking lot congestion

› 1. I rent the DVD/movies often. On occasion I have had to refute the late charges due to the returned items being credited a DAY LATE when they were returned the day or night prior to the library completing their check-in process. This has happened on more than one occasion and it is

extremely frustrating because it is a simple fix.

› N/A

› I come to the library to read and contemplate, however there are times when I get disrupted by loud kids and noisy workers.

› no bus shelter outside on either side of the street, upon leaving the library it is tough to stand outside in the elements

› having new books (25 cent to rent is great) to read that are hot items, good books for kids age 10-13 who loved to read but due to tech can't find anything - would love to have book display geared to that age range

› DVD return....need a better system to show items are being scanned when they are returned.....

› I only go to the library to pick up books I have ordered   on - line.

› The great staff, very friendly and helpful, especially Gary.

› open hours. they seem to vary with white bear lake being the least available open hours of the ones I visit

› I think the North St. Paul Library is great.

› I got use Ancestry on the library computers, wish we could use it from our home computers if we have a Ramsey County Library card.

› Hours. Would like to see 10 AM opening every day.

› The vibe! I like quiet. Some noise is ok as long as it's not too disruptive.

› Excellent librarians are a treasure trove of information. We love our White Bear librarians Therese and Ann.

› hours, voting

› Parking, which works well for me. However, some signage seems to be not currently relevant (it probably was important for funding). Example, all the spots labeled for car and van pools -- is this currently relevant?

› I go when books I've reserved online are ready for pickup

› Too few hours being open

› The book collection and if an item is on the shelf or I have to request it and come back later; I also like have an on-site cafe-type option.

› The architecture of the "new" Roseville Library is cold and uninviting. In a world in which technology creates distance and generates a feeling of an uncaring world, we need libraries to be a home away from home, with a warm, inviting, enveloping feeling. This is missing in the new library in Roseville. Next time you have the opportunity to create a new library from scratch, you should include a broad cross-section of the community to be served to comment upon architectural concepts for a new building, and take the feedback seriously to heart in consideration of architectural responses to the resulting RFP.

› Plesant, knowledgeable help from librarians & staff.

› Basic etiquette and civility by other library users.

› The hours of operation. I also do not like that they put new single office in the middle of the collections space, Especially because there's hardly anyone in there.

› People who talk loudly on their cell phones about business. that is the only negative (Or have loud conversations)

› I love the drive up drop off at New Brighton, I like the various open hours at New Brighton as well.

› Access to resources, newpapers, periodicals, computer access! great!

› I usually run in quickly to pick up things I have on hold which means I try to pull up alongside the front entrance, run in quick, check out my item/s then get back out to my car. This is especially important on cold days when I don't expect to be more than 2 minutes in and out of the building. There's not a specific spot to do this, but I try to pull up to ensure I'm out of the way of the entry and cars needing to pass by to park.

› The cost of copies is higher than any of the neighboring library systems, which require payment through machine. Many people do not pay.

› The availability of DVDs__Regular and rental.

› Hold items a lot of the time are not on the

designated shelves and the rolling carts with items are not by the shelves.

› I am a librarian with a different system, so my issues are minimal, primarily relate to the fact that I can only get to the library when I'm not working, and hours across systems match up pretty strongly in the metro.

› Rental books and books I have reserved

› Library is sometimes closed on days that most businesses are open and I am surprised.

› Parking - sometimes the Shoreview library lot is very full

› Pro: easy to remember evening hours, very convenient to get to Con: histoy programming isn't scheduled when working people can attend

› Book & more books

› Looking for aspqce my kids can enjoy learn and socialize

› Ease of getting in and out of parking lot. It can be difficult during high-traffic periods.

› I feel like I'm intruding in a children's school.

› It would be nice if there were short-term (15 min max) parking spots close to the building as I mostly just run in to pick up materials that are already waiting for me.

› Software changes and discontinuation, I download books onto a tablet

› Great help desk personnel.

› I end up reserving many books that I can't find on the shelves but are available in the system, especially children's/young adult fiction. I wish these sections has more variety to look around and pick up what a variety of interesting styles and subjects.

› I like the hours, I hope you can keep getting the finances

› I often stop to look at the new books so I love they are on display both for adults and students/kids. I often times request online and pick up my books when they come in so it's a quick in and out!

› The toys available for the toddlers. Usually the toys at the White Bear location are great and always rotated. Although, we do use the Maplewood library and the toys are sparse and always the same.

› Hours- Open longer on the weekend especially on Sunday.

› coffee and cute libriarians

› I like / use the handicapped parking.

› Parking

› I wish I could borrow books for my kindle

› I would really like to have text message and/or email alerts when books are ready to be picked up/when books are almost due. I typically reserve books online and have them sent to the library and then I pick them up.

› Availability of titles. Open hours.

› Parking is sometimes a problem. Space is often full

in the library lot. On those occasions, I use the Mounds View District Center lot or Shoreview Community Center lot.

› It is a place where I can find what I need. And even if it is not available at one library I can request it and get it with a couple of days from a different library.

› I love the library!

› When they close because the whole building is closed for cleaning etc. Ridiculous

› On occasion, loud patrons

› longer hours on Friday, Saturday

› misbehavior by teens and kids screaming. teen room is a huge waste of $$$

› Parking. Have tohunt for spaces.

› The book collection could really be improved, I find myself driving to Hennepin County to use their library because they have so many more book titles.

› I work with adults with mental illness and we love when there are more programs during the day time.

› The timing of books coming in.

› Besides the collections, computers, librarians, I also access books, the free wifi, printers/copiers and fax machines. I also access sometimes RCL Maplewood and RCL Roseville. Roseville since the remodel is way to noisy and chaotic. It's cold and doesn't feel inviting. Maplewood needs a cafe however not sure how to suggest to make it work. As a patron I'm rare. I'm looking for work and advise others who are

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also looking for work to NOT use free wifi at coffee houses by only by one cup of coffee and staying for hours. It takes space away from those who are paying customers. Same when I was a student. I've purchased breakfast lunch and sometimes dinner when studying/and or looking for work.

› I seldom go on Tuesdays as it is closed. Irregular hours are also annoying (Open at 10am or 1 pm) it can be hard to remember.

› I can get DVDs here much quicker than at my regular library.

› I do homework in the teen section, but people playing computer games makes it hard to focus. It would be nice if they had a soundproof room to play in. Also it would be nice of Friday hours were extended.

› Noisy people and bad behavior. I realize that libraries are not totally quiet spaces, but sometimes the ruckus gets out of hand

› Actually, almost everything about the Roseville library meets my needs.

› time of day.

› Proximity to my home, children's books, children's play area.

› being able to access some websites

› I think all is well with our Library. I enjoy going there.

› The New Brighton Library extended it's hours which is great.

› The hours that the library is open.

› Large windows and more natural light makes me concentrate and not feel I am in doors the whole time.

› The library holds is really nice, thank you to the librarians who pull my online orders for me. If it werent for you id never be able to pick books

› educational/safe environment for my young (<10) children while I study.

› Hours

› At the White Bear Lake Library, evening and weekend hours like that at Roseville, Maplewood, and Shoreview. Let's use an already new, updated, financed, heated, and conditioned air space building to maximum advantage. Give people a community indoor space during the cold, boring, depressing time of the dark winter months of the year. Daylight time during this time of the year is very precious and relegated to earning a living. Evening and weekend hours help provide vital opportunity through life changing information that people can get from being at the library. It's a significant community changing change that appears to me to be a no brainer. In addition, the library does not need to be fully staff over all open times. this additional time (evening and wknd) could be staffed with a very small number of staff. Thank you.   Paul Loaney   paloaney@hotmail.com contact me if you wish.

› More quiet is an absolute MUST!

› Availability of larger meeting rooms - 8-10 people. Please don't sacrifice these for 'maker' rooms. It is very hard to find a place for a group to meet.

› Parking.

› Hours of operation

› Special events the library hosts (read to dog, stuffed animal sleepover, projects & crafts, eclipse party, etc)

› We visit often for programs in the summer but less during the school year. We would love more programs open during the school year. Weekends or off school days accommodating different district schedules would be the best times. Advertise with school districts.

› Borrowing books and kids play

› Proximity to residence is a huge plus. But what deters us from library visits is when one cannot pick up another's requested library material, even though they are significant others.

› Picking up books/returning books

› This library is on a bus line and seems to have a very lax policy for allowing homeless people to sleep in the chairs. It also has a children's play area that is extremely loud and not well managed. I don't go here much anymore because it's dirty, loud and full of transients at times. Unsafe and gross.

› Activities for children and DVD's available

› I primarily use the library for books. Reserving

books and picking up or going to library and checking out a book I need right away for an on-line class or something of that nature. I used to get a lot of DVDs but not as much anymore.

› I would love to be able to visit the White Bear Library on Sunday afternoons (after church services are out at the adjoining church which shares a parking lot).

› The hours. I wish the schedule was a little different. I appreciate the days they're open until 8, but I wish they opened at nine or ten each morning.

› Availability of events

› More STEAM classes for children. STEAM programs for 8-14 years old that will take more than just a few children. More 3-D printing classes that accept more than 5 teams of child and parent. The class fills to quickly ie within a day of release of class schedule.

› Play areas! We visit the library for not only books but a quiet and safe indoor play place for kids.

› We often request books for pickup. It works smoothly to check out books this way and I don't see any issues.

› It's a library NOT a community/children's play center. Include more noise abatements features. Expand research capabilities (such as MNLINK), financial research capabilities. Again, it is a library and limit turning a library into a "playground". WHY a restaurant?? Coffee bar??? PLEASE teach

children what a library is... a place to find answers, learn, learn ways to find answers, NOT a place to "Hang Out", or play. You are beginning to lose library functionality and turn it into a community playground.

› STOP using our tax dollars to build buildings for libraries. Just move to an on line borrowing system. Be more creative without a building.

› I love the dvd's and 50 cent recent releases I love the automated outside return slot in Roseville, the main area on first floor is very bright with all the white and it seems noises, any way to bring in some color and make it less stark would be helpful.

› noise and distractions

› donation- both giving and buying

› Needing a quiet, clean, space to think and work. I like the quiet hum of activity. I LOVE our library system and use it often for getting books and movies.

› The hours. They are great, especially the evening hours.

› I love the displays of student art work.

› Need better signage on Beam Ave and Southlawn and outside library building so that people can find the library.

› I was going to support the library; I bought a brick too. However, I was there one time only and there was a homeless woman in sleeping by the fireplace in the back with her suitcase. That was the one and

only time I went. With the new bus station going in across the street. Wow. It will be really bad. Hours need to be adjusted for sure. Some days short, some days close, etc. My husband and I both said "gee, every time we want to go, the library is closed". You seem to accommodate stay at home mom and retirees only. Not the working family. Totally need a coffee bar and a cafe. Its not warm or friendly.

› The book return is difficult to drive through as evidenced by all the skid marks on the building and watching people in front of me not being about to navigate the return. I don't find this new library inviting. I order on line now instead of visiting.

› hours

› Inadequate return slot, dangerous exit aisle from outdoor return slot, poor traffic flow

› Good lighting. Used book sale.

› If my books on hold have come in.

› Hours. They are pretty accommodating - important to keep.

› Sometimes the books I want are not in the Ramsey County collection. I recently got 2 books from Columbia Heights that are not in any Ramsey County Library.

› open hours impact my visit and if they do not have the book I am looking for.

› Ramsey County Library in Roseville is the one to which I go for its programs (sometimes through

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OLLI) and the proximity to St. Paul where I live.

› noisy children/ noisy teen area

› Parking

› would like to use the Shoreview library, but they are all so grumpy! Especially the librarians. All they do is sit at their special desk and point.

› Hours of operations - I would like to see the library open earlier, at least on some days. Not enough comfortable seating scattered throughout the library especially in the room with magazines & newspapers. Periodicals often in disarray/seemingly unorganized making it hard to quickly find what I'm looking for

› I frequently check books for sale in used book section to purchase for an elderly relative. Increasingly I am checking out electronic books.

› crowds, speed of service (self service access)

› I avoid weekends because it's very busy and I am retired so can easily go on weekdays

› Would be nice to have more independent/art films available to check out. There are a lot of great art films, but they mainly show in Edina or Uptown. Would be nice if we had a place to see these movies in this part of the city--either to check out or perhaps library screenings?

› I really like the Roseville library

› Wish library could have earlier opening times added

› Do not understand the question.

› Library hours are too short on Friday and Saturday

› opening hours

› it would be nice to have more than 3 days to pick up a item on hold

› Hours that the library is open

› I come to library for quiet study spaces, both for private rooms or to use large open study/reading space

› People need to shut up, sometimes I leave because no one will enforce prohibiting loud cell phone or other conversations. Also, some kind of barrier into the kid area to mute the shrieking toddlers would be appreciated.

› Too many fluorescent lights. Trigger migraines for me and can be very difficult for children and adults with various special needs.

› Noise in the library - seems that has fallen by the wayside.

› It's closed on Tues and only open when I can get there Mon, Thurs or Sat

› I found the redesign, years back, made me less comfortable staying at the library to read or even browse the shelves. It seemed like a warehouse more than a library. I have to admit that I haven't really explored the quieter areas of the library since those changes were made and so probably don't even know what to ask for. I really do appreciate having such a busy, well used library in my suburb. I appreciate how easy it is to request books and pick

them up easily!

› Adequate parking especially handicapped.

› friendly librarians

› Friday evening closing time could be a little later. Many times I have missed it on my way home from work.

› Primarily just picking up books, or story time with my grandkids

› Children's area-if there's enough to keep them occupied while I find books, the availability of best sellers or recent releases

› How cozy it is. Private study rooms.

› If there is a claimed returned item, patron should be given the chance to search the back room at the library.

› Hours If the hours could be extended to earlier open times, that'd be great!

› Length of Hold list on popular titles

› Checking out books and an occasional DVD are our reasons for visits.

› 1. the ability to pick up items from hold 2. staff suggested materials on display 3. easy access to dvd and music collections for on the fly browsing 4. learning to use 3D printing

› programs for children during schools' recesses

› puppet shows, interactive ipads for kids to use

› Can't see the lit up "open" sign very well because of the tree branches at New Brighton. I'd like to see

the library open more hours.

› The hours the library is open.

› The Roseville library should have more art dispayed.

› I am observing that this survey is geared to measure the physical space at the library. I find the Ramsey County Libraries to be quite comfortable and space sufficient for meetings, small groups, individual comfort areas, and pleniful access to computers. I am interested in seeing some investments made in materials. We are in an era where it IS possible to be in the comfort of your own home, public transportation, commute, etc where library users can readily listen to digital audiobooks. I spend an extensive amount of time in my car and I prefer to listen to audiobooks instead of the radio. I'm kind of disgusted at the lack of digital audiobooks and lack of apps available thru the Ramsey County Library. For example, using the ONE app (RB Digital) that allows me to check out audiobooks, I recently searched for adult level audiobooks AVAILABLE to check out in the TRUE CRIME genre, and there were only 4 choices available. 2 of them I had already read and the other 2 were about Whitey Bulger. Pretty sad. So I would like to see less money being spent on space and comfort, and more money being designated to digital audiobooks.   My second suggestion would be to change the 7 day check-out policy on non-fiction DVD's. Change it to 21 days.

It's not like my Biggest Loser workout DVD's are in the same demand as a newer released movie. Sadly, I am not checking out my workout DVD's much anymore because it is such a hassle to be renewing or returning them every 7 days or pay $1 fine per day/per video. It's ridiculous. I KNOW that a librarians job and the availability of access/hours/buildings open depends on USERSHIP. You should be concentrating on checking out as many materials as people want. Limiting non-fiction DVD's for 7 days is hindering your circulation rate, not helping.

› Library fines. Seriously, get up to speed with technology. Text me, call me, etc. Also, I want one app for the library that would allow me to do the exact same thing as the website. Why is this so hard?! I've been to other states and they are light years ahead of what we can do in Minnesota.

› Places that have parking spaces at an angle are easier, backing out provides more visibility

› Finding an open computer.

› I primarily use the library to check out books,DVD's. I also use the remote resources available on my computer ie research databases suck as consumer reports/consumer checkbook. I'm new to the area and once settled want to take advantage of programing such as the lifelong learning and TED talks.

› Not much privacy when using computers; people

sharing a computer who are chatting. The due date notification system is hit or miss and results in charges when not working.

› need for computer and internet and printing

› When the library is open. WBL library needs more hours.

› I have not come to any storytimes with my children at my main branch because there is not an evening one. I often attend the Monday night Roseville one, but it can get crowded. I would like to attend more programs for adults, but then I'm not sure if I should bring my kids or not. Could there be a small kids table with books nearby during an adult program?

› No open study rooms

› Hours the library is open. Would be great to have the library open on Sunday.

› location close to my work

› hours

› I am seeing more (seemingly) homeless people sleeping in my local library, young people spending the entire day there just using the computers.

› noise

›

Appendices

WHAT SERVICES OR FEATURES ARE MISSING OR SHOULD BE IMPROVED AT YOUR LIBRARY? PICK UP TO 4.

Answered: 1,735

Skipped: 436

Answers
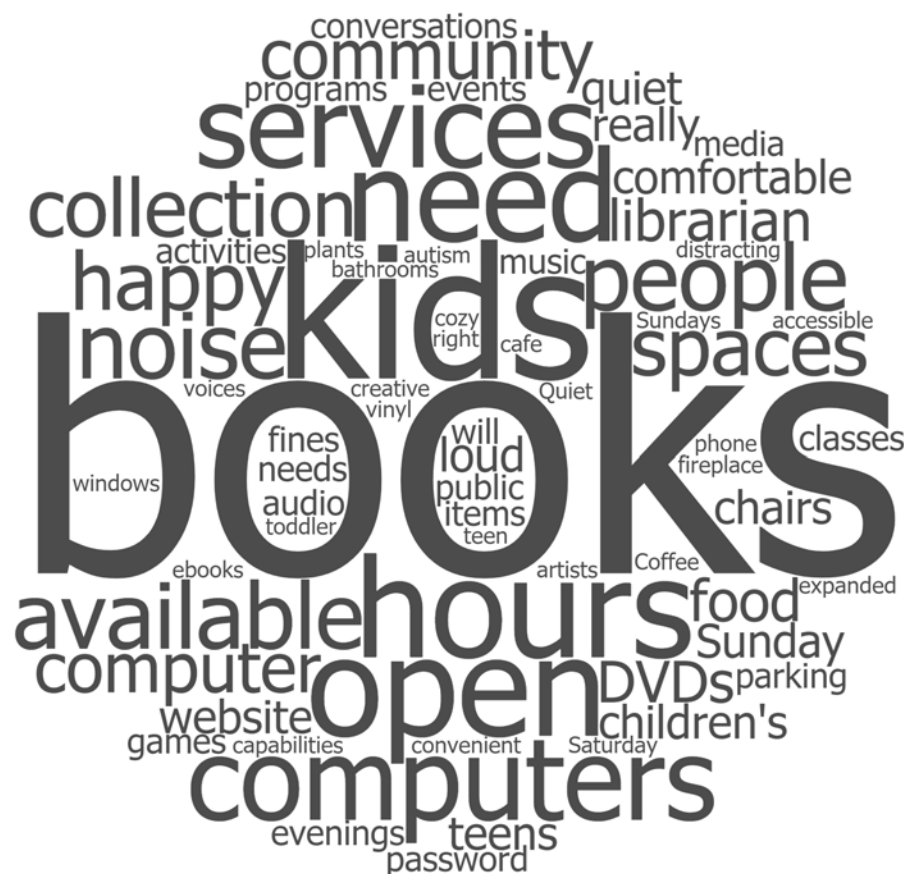
Responses

Quiet space	25%	432
Places and tools that support creating/hands-on making	15%	264
Comfortable seating	26%	445
Children's play and learn areas	10%	167
Teen space	5%	83
Furnishings with power for personal devices	20%	346
Individual rooms	13%	229
Group rooms	7%	116
Affordable drink and/or food options	29%	510
World language materials	7%	114
A comfortable place to hang out	15%	255
Programming	14%	247
Other (Please specify)	25%	426
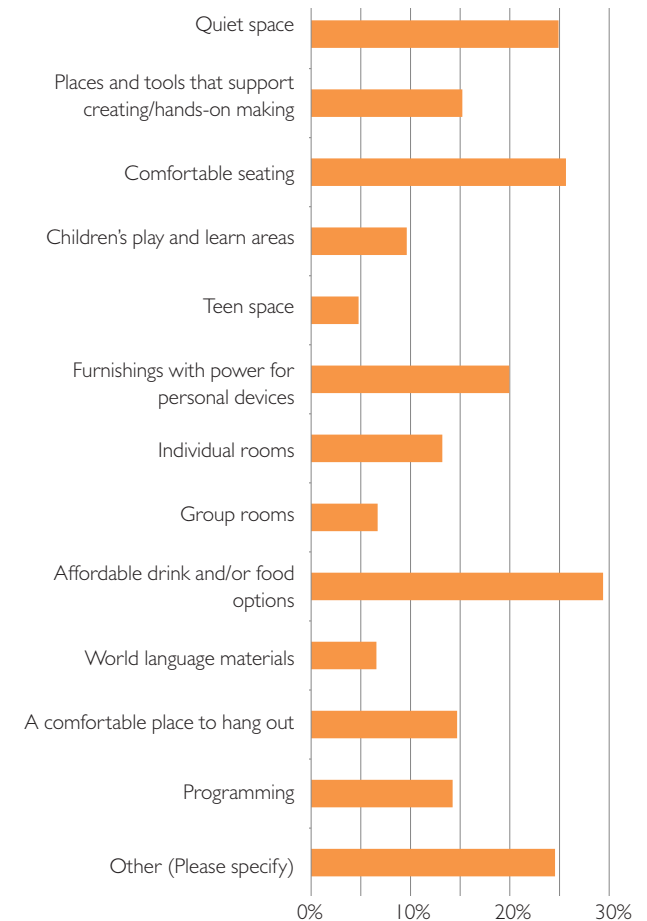
Survey Question 6   WHAT SERVICES OR FEATURES ARE MISSING OR SHOULD BE IMPROVED AT YOUR LIBRARY? PICK UP TO 4.

(Above) Word cloud illustrating the frequency of words used in open ended responses. The bigger the text, the higher the frequency.

Other (Please specify)

› The shoreview library has a much better kids area than wbl, please improve and expand the wbl kids area.

› I go for books so I am fine with the library

› unisex bathrooms.

› I request a lot of books from mnlink.org so I have to say I would like to see these books available at this library as well. So more books available.

› I don't really feel like anything is missing from my library. I am happy with it. I use the library for the collections and don't expect other services.

› I WOULD LIKE TO KNOW HOW TO USE THE LIBRARY. E.G. SOME BASIC SKILLS, RESEARCH

› more collections larger facility

› I'm a simple guy, my needs are met at this library

› More videos

› I am happy with the facility

› Periodical location bad!

› Crafting mags/beading, crochet, knitting

› Expand learning opportunities, add research capability, have classes to teach kids how to find answers and what capabilities of a true library are.

› Good as is

› Outlets in floors are filthy. Could they be vacuumed more often?

› Again better selection of hardcover books.

Appendices

Survey Question 6   WHAT SERVICES OR FEATURES ARE MISSING OR SHOULD BE IMPROVED AT YOUR LIBRARY? PICK UP TO 4.

› Adult board game playing area. Adult 3D printer access.
› library carrels
› Nothing
› I am happy with what exists now.
› More tables to work at if don't need comp.
› have already responded
› better computers/programs
› Classes for tai chi, yoga, dance, CPR, cooking, music
› procedure for public to influence book acquisition
› More interesting, diverse spaces
› I really can't think of anything. I have no complaints.
› Put a curb cut at entrance to White Bear.
› For what I use my library for, I think it is spectacular. I also think the spaces for other areas I do not use (public computer, children/teen areas, etc). However, I do NOT think food should be available due to the noise it introduces.
› I am happy with Roseville Library. Some wait lists for new materials is too long
› Infor on how to borrow from universities?
› Clean seating; more tables
› More books on electronic media
› Bicycle parking
› Nothing
› i would like earlier hours
› More comfortable reading chairs in the children's areas for kids to read in at WBL.

› an "open" space - other than the large meeting room and private meeting rooms for conversations
› More book returns. Waiting in long lines for books to be returned one at a time is tedious.
› none of the above
› tables to work at out of the traffic pattern
› Easily accessible place for seniors?
› Special space for school-age kids (mix of seating, activity/exploration space, plus collections)
› Quiet Places for senliors or the handicapped to read on the main floor
› more copies of new books so it didn't take so long to get them; more available books on=line.
› Separate noise proof room for children. Not in main area
› more books and reference materals
› notifications when a book is due. This feature doesn't always work becoming an unreliable option which has resulted in me having to pay fines.
› I go to Roseville because of Dunn Bros
› Places for the handicapped to read
› Newspapers in more convenient location
› Moving back to an eBook platform supported by all devices. Cloud Library is not supported by the most popular device - Kindle! Since the library made the switch from Overdrive to Cloud, I'm unable to check out books on my device.
› presentation of new DVDs and books

› Other county services located onsite
› I'd love to see expanded hours.
› I like it just the way it is.
› I would love for the library to have video recording equipment that can be checked out and returned
› Nothing, love the Roseville library
› Collections content
› better book drop off ability both inside and out. We often walk to the library after hours to return books and walking through the drive through is not very safe.
› Again, the library should be a quiet place.
› Area to heat up food, hot water
› I saw that it was possible to promote a hobby via the library. I am a ham radio operator, and I have an interest in doing something for that there.
› you already do a great job!!
› larger selection of book titles. Please do not cull the older novels so severely.
› better signs on ends of book rows
› open more hours
› Drive-up book drop off.
› I just use the library for books and everything is good
› Single use bathrooms!!!!!!! I can't believe this isn't one of your options! In fact your options, which will skew your results, are awful, for instance, not affordable drink/food, but good quality drink/food! Comfortable seating MUST be leather or vinyl upholstered.

› sensory processing friendly spaces and amenities. perhaps you could consult autism speaks or autism society of mn

› I like my library. I don't need it as a place to be taught by the library management about environmentalism, though.

› Late fine forgiveness for lower income people.

› French

› Can't think of anything

› being able to opt out of a survey without answering every question

› I don't see a need for improvements in features or services.

› Outdoor seating? I don't know. It seems pretty awesome here.

› please eliminate fines, especially for kid books

› From upstairs, I can hear plenty of noise from the children's area. When the noise is children screaming, it is especially annoying. Do something to keep the noise IN the children's area. Didn't anybody think about this when the new Roseville library was built?

› It would be cool to be able to check out vinyl records.

› Events ie music from other countries, tax help, computer education, etc

› areas where the children and teen could go so the rest of the library are not distracted by their noise

› website should allow browser or password software to remember the library card number OR (better) we should be able to assign a username that is easy to remember and type in. As currently implemented, both the password and library card number seem to be read as "password" fields.

› As I get older (currently 76 y.o.) I will need chairs that I can get out of easily - the chairs at the computers are great for that.

› consolidation of library/school district/community services/etc. into one facility/service center with kiosks outsourced

› Better computers

› hot chocolate k cups

› librarian or other help with devises to download books

› the books.

› More variety in open times among all sites - later closing times on weekends.

› 1. less noise 2. more instructional information on computers

› tired of the liberal enabling culture of the library: you are cowards

› Nothing I can think of.

› More books

› I really enjoy the library space. I can't think of anything missing that I would use.

› A Dunn Brothers!

› video editing

› THe only reson I chose the selection was because I was required toby the computer. Roseville is a nice library as is, in my opinion.

› calendar of events mailed to house (could do option for email if somsseone wanted it) - or make this a sign up to recieve it

› bigger religious library section

› I think the stupid and sometimes educational comments made by that one librarian during the last 20 minutes before the library closing could be seriously improved or stopped altogether.

› I would love a place to sit quietly and watch nature, perhaps a place with large windows and binoculars and info about local birds, plants, etc. Living in an apartment, on the highest floor, all I see is sky. I miss trees and critters and would love a cozy corner where I can study in that environment or read or just observe it from a comfy chair. In my opinion, libraries should be about nurturing learning and appreciation of culture at every opportunity. So more engaged spaces and presentations and exhibits would be nice. Bring in a taste of local museums and observatories, and artisans and writers, and educators, etc. Not just for children or teens, and not just book things.

› color photo copier; outside book return is practically useless and inconvenient. Your book return options ruin items.

Appendices

Survey Question 6 — WHAT SERVICES OR FEATURES ARE MISSING OR SHOULD BE IMPROVED AT YOUR LIBRARY? PICK UP TO 4.

› More than 1 copy of a dvd title at the shoreview library. This library is used a lot and it seems the dvd collection is always low compared to the Roseville library.

› I'm more interested in a better website for finding books and reading them electronically

› I would like to have analog games available for check out and gaming events: chess, wei qi, board games, table-top role-playing games (like D&D), etc.

› maybe a tool check out? for DYI use?

› Books

› More community services, resources

› I don't need any improvements. I primarily use the library for borrowing books/tapes.

› Yikes!   So I have to answer every question? Nothing I want is missing.   Same with expanded hours, below. I marked Sunday just to "give an answer".

› I think more computers in a common space - currently too small and in the middle of library

› just use to pick up/return books

› power tool maker space or check out program

› A QUIET Library with Closed Children's and TEEN areas.

› The parking lot design at the Roseville branch is quite poor.

› Separarte computers for adults & kids.

› open later on Friday evenings. Seems nonsensical to close when everyone else is out and about.

› computer screens need to be updated/enlarged at Maplewood library (which I use 2nd most often)

› Newer travel guides.

› Some libraries have a quiet computer room, where talking/phone calls are not allowed. Perhaps Roseville could consider such a space.

› good as is

› Attractive artwork or personal collection displays like the White Bear Lake library used to have.

› Decrease in actual CD audio books. Older titles do not get repalced and new books are not avaialable excpte for E- Audio. Some people do not have the ability to access the E Library for books or Audio. I know budgets are tight but when I have viewed the E-Audio books for some major authors there is a lack of titles and availability. Please keep this in mind when ordering books - elderly or those dealing with money problems do not have the technology that others do. I have mentioned this before and basically got a snide comment in return.

› New York Times newspaper

› Again, no kids outside of their space and it should be separate.

› Availability of new dvds and books, open more hours

› I just go for books and magazines and go home, so the library is great for me, but this question is required.

› I'm glad this library has play space for children. However, I'm of a generation when voices in a library should be quiet. Maybe enclose the play space with glass walls.

› timed close to door parking for quick visits/picking up reserved items etc.

› More computers.

› Better cataloging of DVD's.

› i love my library

› As per earlier comment, children should have a separate place to play loudly, not with all the other library patrons.

› bigger new book selection

› Board Games

› It'd be awesome to have some more of the creative art programs for kids at shoreview- like the articulture stuff at libraries in St. Paul. Also, St Paul libraries have music concerts at night sometimes, this would be a great use of the meeting space- local artists could come play.

› None of these are necessary.

› Website that works well on a phone

› coffee machine

› I like everything about our library the way it is.

› Is there free wi-fi? Why aren't there signs telling us this? Why stand in line and wait for the next available librarian to ask this simple question?

› Car ports for cars. In the summer time they could

shade cars from the sun, the winter there would be less snow to plow, you could put solar panels on them

› some libraries are so loud b/c of the too open layout so having some open & then closed or half walled space is nice for studying or reading.

› more comfortable chairs to sit at when working on personal assignments

› Private rooms with library provided computers

› It seems fine as it is.

› Perhaps a way to expand the large group room when a very popular has been brought in. But where? I don't know.

› keep the unmanaged scraming kids in a special area

› as stated earlier, a gas fireplace with chairs/couches would be nice

› open on Sundays and week day evenings until 9PM

› Good as is!

› I think your services here are very good.

› too loud with eagles nest

› I only pick things up, so nothing more is needed for me

› Too few hours

› I'm not sure what features could be useful, but I notice people visit the library who might be experiencing housing or financial insecurities.

› Shoreview Children's area is great - but refreshes to the areas a couple times a year would be great

› I suggest coordinating with the county social services unit to have an on-site service center for intake and referrals. Also, there is no reason for meeting rooms of a publicly funded building to not be open Saturday and Sunday evenings. Meeting space is crucial to democracy, because the right to associate guaranteed in the First Amendment requires a PLACE in which to congregate.

› It's great to return all MELSA materials to RCL. How about also picking up holds from all?

› I have been going to the library since before I could read, so I am always happy to see young kids at the library.

› Leave more space for materials

› things are good for me at the library.

› Let's have some respect for others, keep it down, lower your voice, we had to WHISPER in my day!

› none

› Recent library renovations in the twin cities metro area almost always seem to involve a radical decrease in the number of books. I would be very sad to see this happen to the Ramsey County libraries.

› It's just fine as is.

› books closer to the entry way! It is so far to walk to get to the books. Put the computers back there.

› Roseville has a higher demand and usage of DVDs compared to other branches with respect to its allocation, i.e. DVDs are frequently unavailable at

Roseville but in stock at other branches.

› Free home online access to Ancestry.com

› Kids space is great - but maybe can be changed up periodically - like a seasonal rotation, it would also be great to have more toddler crafts or activities - ages 2-3 have very limited activities in our community.

› I don't use any of these areas

› I am happy with the library is as is.

› I wish we could continue to improve the audio book section

› Automated materials - somebody has to schlep all the stuff from the entrance book drop back to processing (but until that lot to the south opens up I guess there isn't room)

› I only pick up books that I requested!

› More signage about location of elevator

› More Book Club services to engage more with popular books

› Adult ed. materials for ESL students

› open more days of the week

› Emphasis on print materials, not electronics. Don't get me wrong, I have all the devices today.

› Parking as mentioned above

› Advertising events earlier and more frequently

› None! Keep being awesome, and keep expanding the book collection (both hardcopy and ebooks)

› more convenient audio access

› Quiet place to read

Survey Question 6   WHAT SERVICES OR FEATURES ARE MISSING OR SHOULD BE IMPROVED AT YOUR LIBRARY? PICK UP TO 4.

› Expanded database resources

› no additional services necessary

› It already is a very comfortable place to hang out

› Roseville is amazing. We even have a reading garden so the kids can enjoy the outdoors!

› seniors' room

› cute single librarians

› I have no additional needs

› I visit Roseville at least once per week; I'm never left wanting. Thank you.

› Signage asking people to be quiet as not to disturb others.

› Staff can be condensing, you ask a question and they act like it is a bother.you would think the head librarian would set a better example for her staff

› better play space for children ages 5-10, rather then just the toddler play spaces featured - also spaces that encourage community conversations, interactions, and creativity for all ages

› Parking

› The library feels very sterile and open. More areas that feel "cozy" like the fireplace area in the children's room. A place like that for adults would be nice.

› I would very much like to see better security.

› lighting improvements in collection stacks for older patrons

› My complaint is about people at the computers & having a long, loud verbal conversations on their cell phone as if they were sitting in their own home. People generally talking loud about the library; these are Adults. This can be very distracting; especially if I have a project I am working on. What ever happened to using our indoor voices? Could there be signs suggesting this.

› Updated computers, chrome option

› More books

› Nothing

› nothing

› Maybe close off the Teen Space a little more so that the noise from there isn't so distracting to other patrons in the main library area.

› More sharing between libraries. Some branches do not allow their books to be put on call to other branches.

› More adult programs.

› I wish there was more place to sit in the public areas but not have people so close by. The "desks" by the windows are very tiny and barely have enough room for a laptop or a notebook.

› Longer hours!!

› ILL often takes a long time/ is very unpredictable. Would be great if it were renewable and/ or some information available for when it will arrive to better plan for homeschooling

› more STEM classes for teens at the WBL library- after school/summer activities that appeal to teens- they can't get to Maplewood or Roseville

› This progam required me to select something here. No improvements necessary.

› Free community ed classes-computer skills, etc..

› Love roseville library!

› Easier access to interlibrary loan

› I understand the restroom thing is tough one but having to go outside the actual space to use one with small kids is really hard on a parent especially if they have multiple kids and/or you have already started selecting books to checkout but aren't ready to leave.

› Your survey requires me to pick something, but I don't have something to contribute.

› I think the selection of board books for small kids could be better. In particular I think the Maplewood location's selection of board books to browse and check out is quite poor.

› Evening hours on Friday and Saturday night

› Coffee shop is nice. Not required of course but nice.

› https://mashable.com/2017/03/01/adulting-101-classes-library/

› Expand learning opportunities, add research capability, have classes to teach kids how to find answers and what capabilities of a true library are.

› Above listed other

› Close the libraries and tell the people to stay home. Too many features should be found at home.

Wasting too much gas going to a library building.

› magazine exchange=place to share old magazines

› Maplewood has a great back yard - would love to see that be incorporated more! It is a bummer the cafe area isn't able to remain in business.

› Not for me, but there are members of the community who do not worship on Sunday mornings and might appreciate hours starting at 8:00 a.m. A space for socializing for older adults. Places for young families to have private reading time, especially if they are unable to attend current story times. Services for single mothers that accommodate going to school and/or working to support a family.

› More arts displays, not just students but local artists, photographers, etc. Maybe work with Arts Roseville on this.

› Get innovate. You have a big room. Play a movie in that room on occasion. That would be wonderful. There are no movie theaters around anymore.

› change the CD display to make it easier to read the labels- vertical instead of horizontal- to low

› ability to make lists on library website

› services and features meet my needs as they are

› Curbside drop off and/or handicap curbcut in front of the door. Parking lot is too far away.

› Again easier outdoor book drop off.

› More Judy Woodruff excellent programs

› It offers everything I need, currently.

› devolve some storytelling and juvenile books into the community ala bookmobiles even in urban areas

› Coffee cafe

› Hennepin Count y Libraries offer 3 automatic renewals. That is appreciated.

› Waiving fines once in a while. I rarely miss returning books or movies, but it's happened when I'm on vacation or the library was closed due to snow. Please waive the fine!

› Parking

› book pick up from car

› area for only computer use with someone to help if needed

› Our new Shoreview library is great. It has everything I need.

› Cant think of any

› Increase e book collection.

› For how my family uses the library, I am satisfied.

› maybe some comfortable seating onthe first floor, not just upstairs

› Add another book return please.

› longer hours on Sundays

› Had to pick one --

› Larger collection of books and DVDs; a lot of items I want to borrow that are not available

› I'm content. I love the library. At times it gets a bit busy to find a table, but that is minor. My kids are grown and I used to use and love the children and

teens collection. Still great though

› I'm happy with the services I use

› Don't bring food/beverages into the library, please. An outdoor space with a food truck would be fun, or, like a four season area indoor where people could have food/beverages away from the library materials. Also, it's sometimes hard to access the librarian when I need an inter-library loan.

› none apply. Am satisfied w current offerings

› Book club that meets on the weekend (or a virtual option of a book club - where a person can participate anytime, and accessible through library website, not social media)

› Open late on Tues and open on Sunday

› Tween focus for those who are too young for teen, yet feeling too old for children's

› longer/later weekend hours

› Ability to download ebooks to my kindle. I have to use Hennepin County Library Overdrive.

› I don't think anything is missing for me

› Tutorials for children, and parents on the proper care of materials. Make it fun, like a puppet show, for instance.

› more Book Club in a Bag -- our group has read about 150 of yours

› courses on media use, and creative apps- drawing, painting, photography using our devices--Libraries do a better job than the Apple Store!

Appendices

WHAT SERVICES OR FEATURES ARE MISSING OR SHOULD BE IMPROVED AT YOUR LIBRARY? PICK UP TO 4.

> Summer offerings are so wonderful. Please expand, if you can.

> large plants throughout

> Services for improvement: Adding adult level audiobooks to RB Digital and you need to get OverDrive. Quit fighting it- it's a better system and I don't care if it's more expensive!

> Gathering spaces friendly for seniors / retirees

> I don't need any of these, and you should allow a "none of these" option.

> Craft shelf is too low in book store, can't get down there, seniors use quilting books

> I like what I've seen of programming such as life long learning, please continue.

> More television series DVDs

> Little Lending Libraries should be right on the premises

> simple translation materials to help with communication with immigrants and hearing disabled persons.

Survey Question 7

**WHICH SERVICES WOULD YOU USE IF THEY WERE AVAILABLE BEFORE OR AFTER TYPICAL LIBRARY HOURS?**

CHECK ALL THAT APPLY.

Answered: 1,735

Skipped: 436

Community meeting rooms	21.29%	314
Holds	46.85%	691
New books	33.02%	487
Print/Copy/Scan	26.37%	389
Co-working space	14.71%	217
Programs/Classes	37.69%	556
Reference/Resource assistance	13.83%	204
Wifi	21.22%	313
Public computers	25.29%	373
Other (please specify)	5.83%	86

Appendices

WHICH SERVICES WOULD YOU USE IF THEY WERE AVAILABLE BEFORE OR AFTER TYPICAL LIBRARY HOURS?
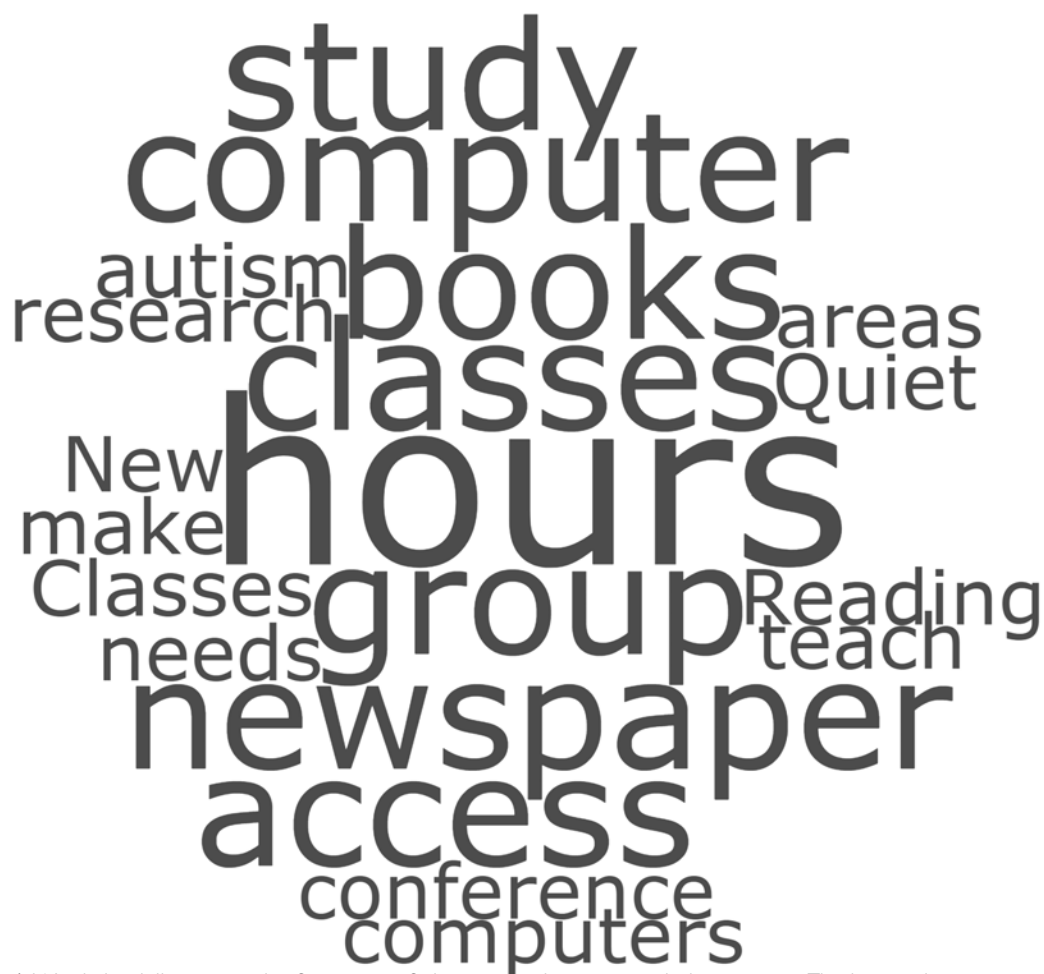
Other (please specify)
Most common words:

8	hours
6	classes
4	group
4	books
3	newspaper
3	computer
3	access
3	study
2	conference
2	computers
2	research
2	Classes
2	Reading
2	autism
2	Quiet
2	needs
2	teach
2	areas
2	make
2	New

(Above) Word cloud illustrating the frequency of phrases used in open ended responses. The bigger the text, the higher the frequency.

Other (please specify)

› I use my Wash Co Library for personal use
› Transportation information
› Longer hours
› open fridays
› Best seller lists
› Media Lab
› Books and magazines
› just increase library hours quit trying to spend more money
› wifi in parking lot. Professional Video Editing.
› it serves my purpose now
› Kid's birthday party
› Study rooms
› I do not understand how most of these COULD POSSIBLY be offered after library hours. Maybe the big conference room at Roseville could be made available if you put in doors between the main library and the conference room.
› none
› None.
› Tech assistance
› Quiet study spaces
› Copier to make color prints
› none
› No need to go beyond library hrs.
› Private study/work areas

› Maker Space
› Unsure
› Reading, newspaper, books, etc.
› nothing
› MY LIBRARY CARD IS VERY HARD TO USE. HAVE TO GET A STAFF PERSON FOR HELP.
› Classes to teach how to find "answers" and capability to do research.
› Beginner Spanish classes
› Would love to see an adult board game group using the community room until 10 or 11 pm.
› Remote locked pick up spots available outside of normal library hours.
› Movie streaming like NYC Public Library
› Quite rooms
› Collection
› Used bookstore section
› books that are ready for ppick up
› Programs or early/later library access times for children who have sensory processing dysfunction (that is 80% of children on the autism spectrum, and 1 in 42 children in MN in 2018 is diagnosed with autism).
› none of the above
› Maybe make a computer room
› continue and add more computer classes
› lectures/classes on Friday, Sat., Sunday evenings
› can't download photos on these limited computers.

› private rooms
› Reading group for working people in evening
› government documents
› Individual and group rooms.
› Coffee shop
› I don't understand this one. I use Holds all the time -- but "after hours"?
› na
› Vending machines near main entrance.
› good as is
› New York Times newspaper availability
› Board Games
› None of these are necessary.
› The current library hours meet our family's needs
› Special areas for newspaper/magazine reading free of interruptions..
› Amazon lockers or similar?
› New Brighton Library already has public computers and Wifi
› I think the Friends of the Library group should host "library singles" events by age-cluster (e.g., 20/30-somethings, 40-55, 56-65, 66+)
› none
› video editing audio editing
› none
› Gallery space for artists, art groups
› I do not have any needs,
› take a cute librarian home

Appendices

- › Picking up library books
- › Nothing
- › study spaces
- › My interests are out of the mainstream: metaphysical, spiritual, out of the box, heart-centered, new systems/ways of doing things,etc..
- › Your survey requires me to pick something, but I don't have something to contribute.
- › Quiet study rooms
- › Classes to teach how to find "answers" and capability to do research.
- › Create a 24/7 on line library and close the buildings.
- › Have more classes and advertise more, i.e., Next Door.
- › access to collections
- › I don't need it to provide these before or after hours
- › hours are great
- › Community Ed classes held there?
- › online services- reserving books
- › Creative writing classes, Virtual book club accessible via library website (not social media)
- › Ability to download ebooks to kindle.
- › DVD rentals
- › Please provide more computer classes for i-phones, androids and ipads for elderly
- › access to Geneology resouce you can only get at the library

Survey Question 8   WHICH EXPANDED HOURS ARE MOST APPEALING? PICK UP TO 2.

Answered: 1764

Skipped: 407

	% of total responses	# responses
Early morning (7-10am)	30.56%	539
After work (5-9pm)	41.44%	731
Late evening (9-11pm)	18.42%	325
Weekend: Saturday	32.37%	571
Weekend: Sunday	37.98%	670
Consistent weekday and weekend hours	0.00%	0
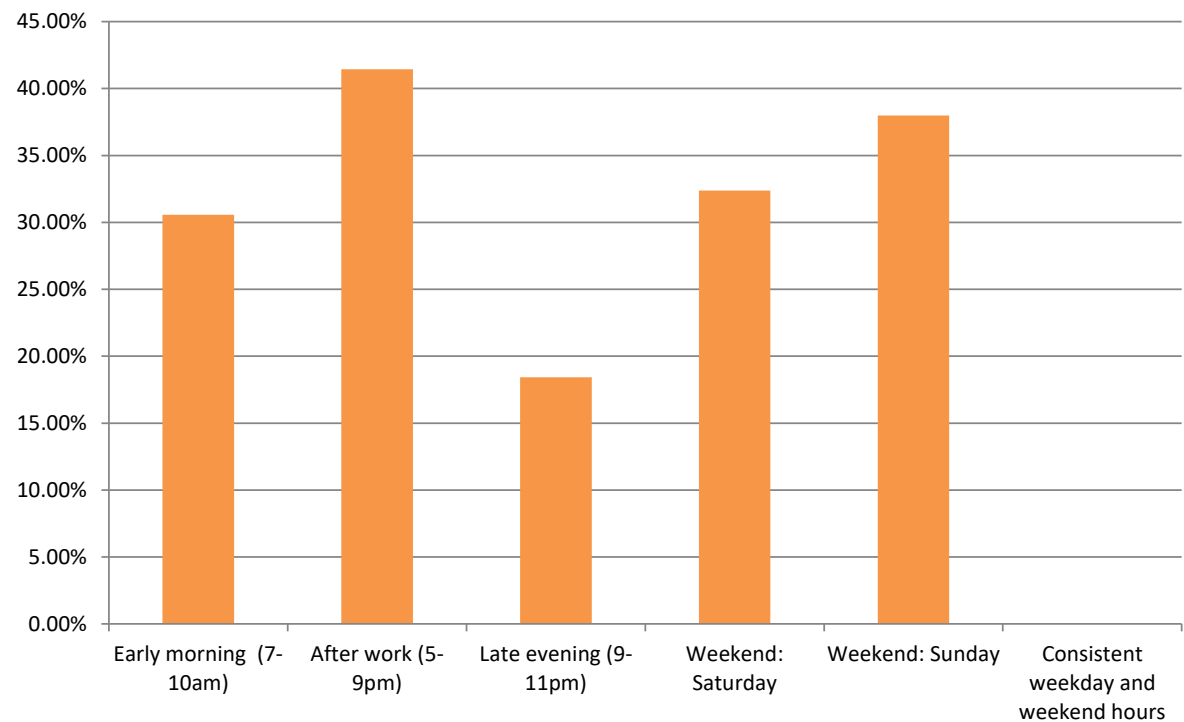
Appendices

Survey Question 9

WHAT LIBRARY SERVICES WOULD YOU USE AT A NON-LIBRARY LOCATION
(FOR EXAMPLE, AT A GROCERY STORE, GYM, AND/OR SCHOOL.)

Answered: 1436
Skipped: 735

	% of total responses	# responses
Holds	41.30%	593
New books	23.33%	335
Computer station with Ramsey County Library catalog, resources, and internet access	22.63%	325
Library calendar (to view events and programs)	23.12%	332
Returns	65.53%	941
Other (please specify)	4.87%	70
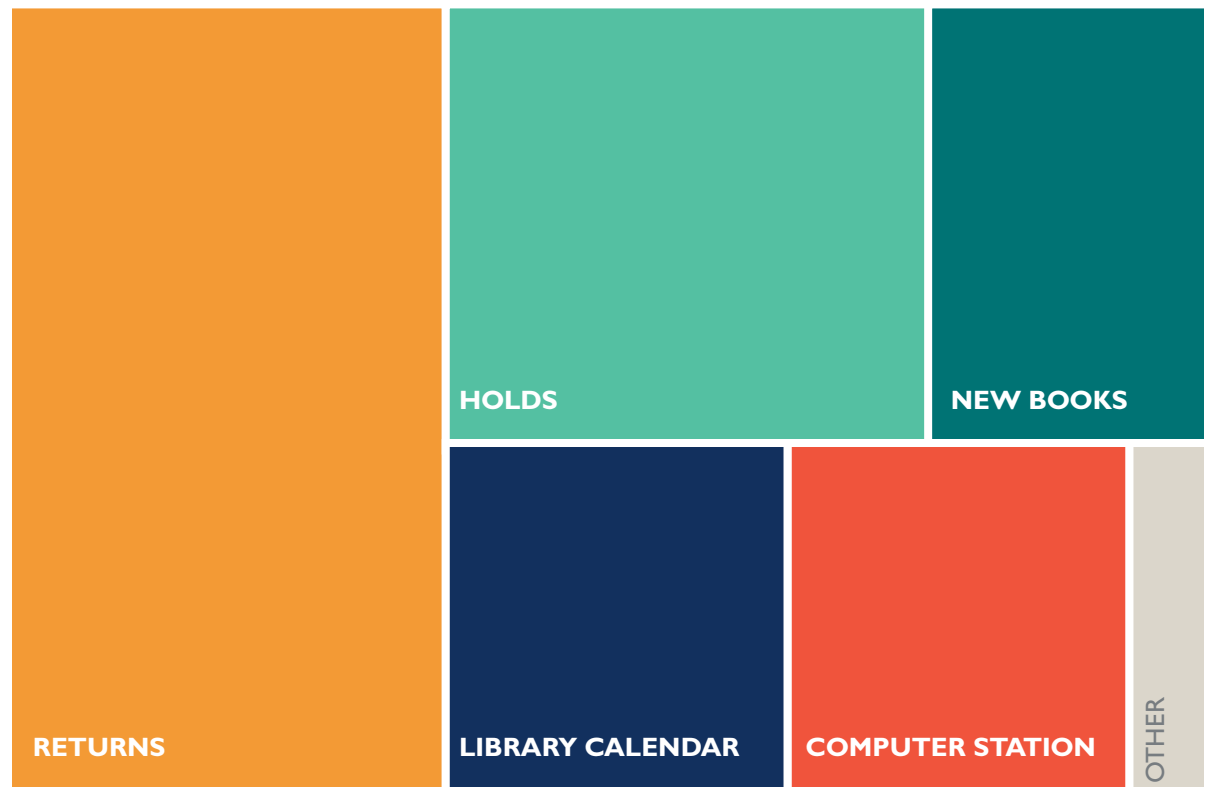
Survey Question 9   WHAT LIBRARY SERVICES WOULD YOU USE AT A NON-LIBRARY LOCATION *(CONTINUED)*
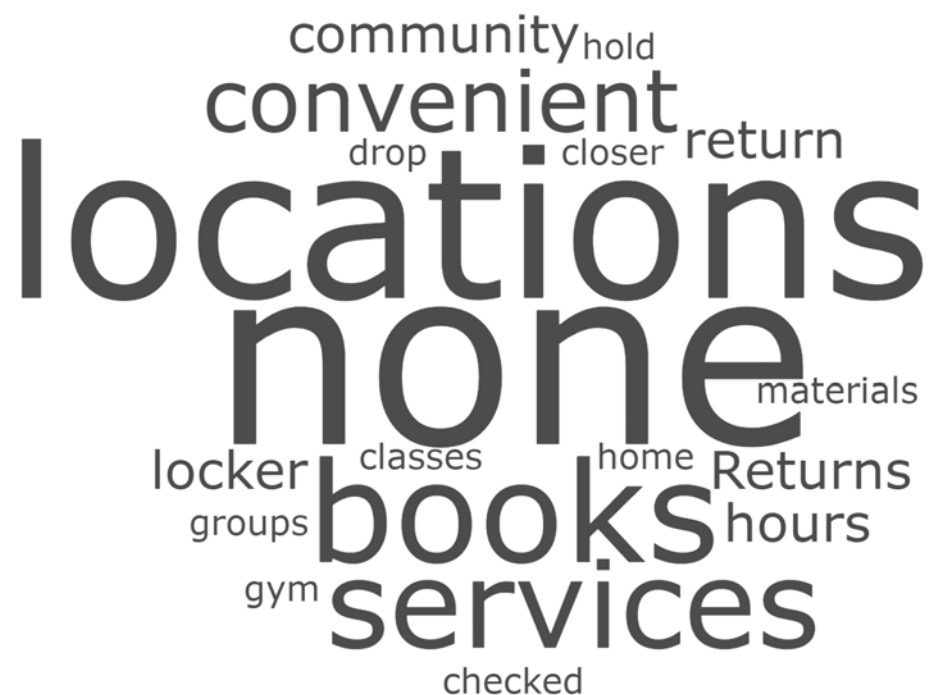
Other (please specify)

› bad idea quit wasting money increase library hours
› Government books
› I don't need to use any of these services elsewhere
› learning classes including college accredited classes
› Returns at closer locations would be wonderful. that is my greatest challenge
› Outreach library materials at senior assisted living home
› The library location is so convenient for me that I don't think I'd need to use an alternate location for anything.
› Vhs tapes
› Returns (elsewhere than the actual library) would be F.A.N.T.A.S.T.I.C!!!
› I do not fully understand this question what are you saying using services online at other places?
› accesss to showers at community center for low income individuals
› Keep library services at LIBRARY
› none
› Not at all interested in using services at non-library locations.
› COULD THE LIBRARY FOCUS ON LIVE MUSIC AND DENONSTRATIONSOF FINE ARTS. WHY NOT SPONSOR A SPECIAL DAY EACH MONTH

O TAKE US TO A TOUR OF ONE OF OYR EXCELLENT MUSEUN\MS
› none
› Classes/programs
› The Library calendar should mention more details about events and programs
› No other services.
› Classes
› None--hate this idea!
› none
› none thats why we have libraries
› I prefer to use the library itself
› Don't they already have libraries at schools?
› none
› Love the idea of returns to a non-library location which would be closer to my home
› None. Just stop it and direct library resources to the libraries themselves.
› audio book downloads
› This is a great idea! Please have a book return at Cub Foods on White Bear Ave.
› none
› it would be nice to add a gym to the library, not the other way around
› None. I would rather go to the library.
› Offsite tool shop
› Amazon-like locker for library materials (DVDs, books, etc)

› self check in of returning items.
› can't think of any
› None are necessary.
› The library is so convenient that it's easy have it hold all services
› What an awesome idea. Thank you for the possibility. :-)
› Would it be possible to put reserved books in a locker, like an amazon locker?
› maybe a return and hold branch at mall...otherwise its ok to have a community place.
› book return drop offs at other locations
› Contracted underutilized commercial spaces (perhaps in exchange for favored tax status for the related time period) funded for community meeting space for nonprofit groups, and for rent to for-profit groups; especially along transit corridors.
› none
› But as I said, it's pretty darn convenient for me where it is! so this would just supplement hours
› gym
› I would love to be able to pick up and drop off books at alternative locations such as a school or other locations. The library location isn't overly convenient for me
› I would LOVE Returns at another location. Holds too. Or "drive through holds" - so much easier with little kids then getting everyone out of the car...
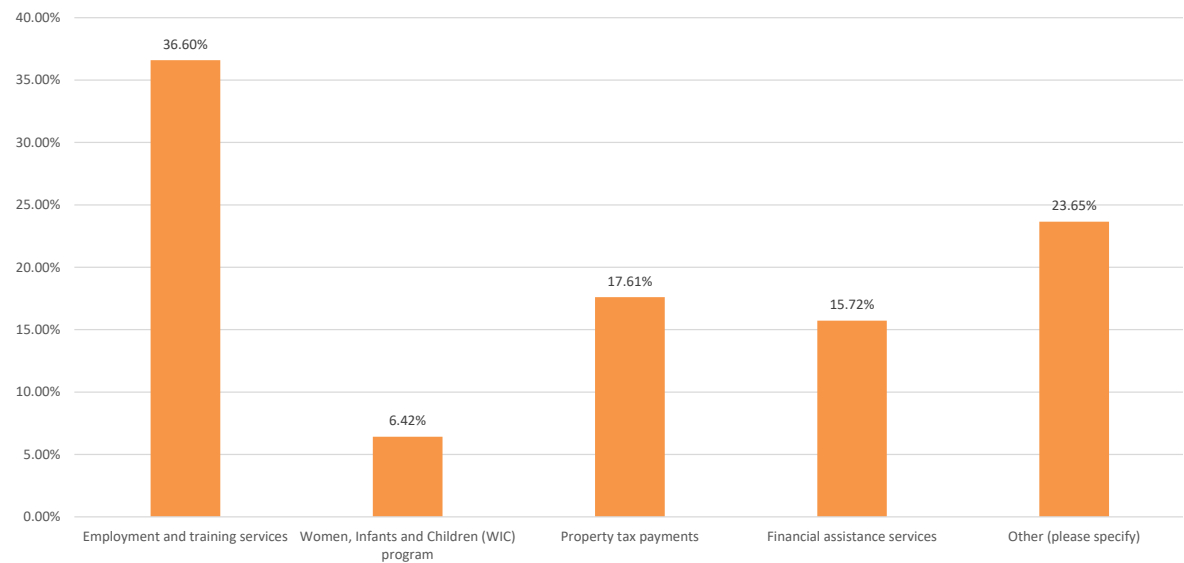
› Lynda.com thanks so much for that
› All of these services are available from my personal computer
› do not think these are necessary
› can't see needing this
› None- I want to come to the library
› none apply. Am satisfied w current offerings
› None, that misses the whole point of going to the library
› I don't need any of these, and you should allow a "none of these" option. And I don't need expanded hours, I just checked two boxes to make the survey happy.
› I find the location sufficient
› Really like the full verision of Ancestry.com and assistance
› since the library is so convenient for me, I don't think non-library locations would apply to me.
› SV Community Center
› Programs that relate to a collection of books or popup displays that can be checked out (not sure how the technology for that would work). For example, a rotating display of cookbooks to check out at Kowalski's in Shoreview. Or trivia night hosted by the library at a local bar and grill.

Survey Question 10   WHAT OTHER RAMSEY COUNTY SERVICES WOULD YOU LIKE TO ACCESS AT YOUR LIBRARY?

Answered: 795

Skipped: 1376

	% of total responses	# responses
Employment and training services	36.60%	291
Women, Infants and Children (WIC) program	6.42%	51
Property tax payments	17.61%	140
Financial assistance services	15.72%	125
Other (please specify)	23.65%	188

Appendices

WHAT OTHER RAMSEY COUNTY SERVICES WOULD YOU LIKE TO ACCESS AT YOUR LIBRARY?

Practice space for theater and music groups
be a library Services
programs for seniors
property activities resource
education Tech help
discussions senior classes
adult classes USPS All of the above
things services mailbox
tax help classes
book early voting Coffee
navigation Classes ebook help
tax
small business owner classes
financial just be a library
Computer classes
programs
none Space for artists

Other (please specify)

› Program on genealogy
› Coin slot fee for showers/sauna/steam room
› Financial Planning / Awareness
› Group activities to meet people my age(I'm 24)
› Coffee shop and senior activities
› Coffee Shop
› Updated city hockey rink
› NONE --we have many options elsewhere
› Online Learning Support
› daytime book club
› senior/elder resource navigation / resource designation
› Book donations
› Senior Housing
› All of the above
› I am happy to borrow books from extended library system.
› water bill ,property tax drop box,mail services, stamps. better drinking water- do employees drink off that nasty water fountain
› can't think of any
› Post Office
› some sort of navigation device for other county services
› More fix-it clinic opportunities
› The bulletin boards and free publications in

- entryways are great. Maybe just a published/printed "dashboard" guide to community services.
- none
- n/a
- continue services for public health and insurance signup
- online education programs for adults
- Maybe some higher level computer programming skills, not just beginner classes.
- financial assistance services, plus property tax payment, plus employment and training services, workforce typing speed test
- Financial Advice for young adults, career exploration
- opportunity to meet local representatives and civics education
- Classes on newest technology related to downloading audio books and other library/book-related things
- none of the above
- More audio books and easy access to download them, Hennepin's is better, my husband uses them more. But I'm loyal! He's got his old card and accesses it remotely very often.
- small book group discussions
- Job Discovery Process (like Kaposia offers) as well as Employment & Traning Services.
- Good land. Most of these activities would take away from the purpose of the library. These things should,

- and I think are, done elsewhere.
- mailbox
- Group fitness
- none it has everything I need
- none.
- NA
- N/A
- Job search. Work networking groups.
- Homeless resources
- Art classes
- Author talks
- Don't know
- none
- Classes
- community bartering and coupon trading
- "Life" presentations by non-sales experts. Topics include: Estate Planning - Wills vs. Trust, Health care directives, living wills, power of attorney. Finance: 401k, IRA, Retirement planning, etc.
- WISH WE HAD SONE REGULAR BUS SERVICE... PERHAPS THE LIBRY COULD PARTNER WITH METRO MOBILITY .
- I appreciate your service. I like your library. Thank you for your service
- None I can think of
- Post office
- It's a library, not a community center!!
- none

- N/A
- Senior Linkage Line
- A general comment -- I am happy with the Roseville Library and the Ramsey County System. Nothing is lacking to meet my needs and desires.
- Classes for seniors
- Classes
- More programs arts--lectures--public service outreach
- NA
- Neighborhood events even support groups
- None--not interested
- 3D printing
- NA
- Housing assistance
- quiter downstairs
- A cafe again
- Computer training as it relates to using twitter, facebook, word
- ascending and descending relevance of book writings
- Services teaching about money, college, taxes, group discussions on politics, etc.
- Basic Cooking
- to have more teen eventes that are convenyent after school
- Creative writing classes
- none its not s social program its a library
- Nice voting there early

Appendices

› All of the above. Why can I only select one?
› ancestry research, more books about British history, French history
› none
› stamps for sale and usps drop off
› MNSure assistance
› Affordable rental (or free) space for small theater rehearsals. Creative arts space with a sink/running water.
› None, hate these ideas. For god's sake let the library be a library!!!
› none
› park services
› none
› A place specifically for local art and music - either a place to post events or a place to have access. Could possibly have a download station to get albums.
› better contriol of loud children, walk thru traffic..
› All above
› In my opinion, Libraries shouldn't be for the above services...
› retirement classes.
› Mental health resources
› more literature and nonfiction books in multiple languages. I work with English learning immigrants, but I desperately want them to grow their reading skills in their home language too and stay connected to their home culture.

› educational opportunities for adults
› services for seniors: info on medicare, social security, etc.
› none
› income tax filing help
› Educational learning kits on things like mammals, birds, plants, geology, invasive species that could include furs, skulls, feathers, rocks, animal scat, books, pamphlets or other informational literature. Similar to programs available through the DNR.
› Nothing
› I am not sure what category is appropriate, but here is what I'd like: as a disabled individual, I am on a very low, fixed income. I want to find a way to start my own business (online or home based) in order to supplement or even eventually replace my disability income. I need help exploring the possibilities, researching the legal and technical aspect, and guidance through the entire process. It would be great to have such a resource available through my library. Especially someone who knows about the aids available to disabled or low income people to achieve self- sufficiency.
› Senior Citizens Programs & Events!
› Computer voting
› budgeting, mortgage relief
› N/A
› use of court house library, ability to do renew

licenses, do other court house functions
› none.
› NA
› Makerspace
› why only able to select one option for this question? More computer training.
› alternative pickup/return locations (or even delivery options) for people with disabilities that may have trouble getting to the library
› help with periodic financial/tax/insurance decisions/deadlines
› Other MELSA library websites on the RCL website
› Its only a reading room- not a full library like it use to be
› small business support for local businesses. Maybe the SCORE program?
› Classes on downloading/playing e-audio books on devices and other library-related technology upgrades
› healthcare issues
› Computer classes.
› Music concerts
› Accessing social services for families with children with special needs. Navigating this stuff is hard and it's set up to be as confusing as possible.
› Current community news and events
› We don't require any of those extra services at our library.

- Public / Educational/Social classes for Senior citizens.
- Financial assistance & Employment services
- None needed
- none
- Post Office
- It's fine as is.
- none
- Tech help on devices, gallery spaces for artists art groups... hard to find spaces in cities
- Database for research
- none
- Help drag people "forward" electronically. Get going to set up ipad to hold audio books, etc. I keep getting stuck before I'm comfortable doing it
- United States Post Office drop off! I always have letters to mail and that would be an easy two for one stop!
- Recycling
- More programming—I attend OLLI courses at the library, which I find convenient and satisfying.
- All the above - especially that encourage/support non-English and English as a 2nd language populations
- Q&A with county employees or officials
- Community programming / activities
- I think just be a god library and forget other things. Just be a good library and not try to do everything.
- seinor reading groups or discution groups.

- More adult classes and activities
- classes, courses, programs for entrepreneurs/small business owners
- Nothing
- N/A
- social security post office
- none
- computer assistance for at home use
- sr tax help
- E-books
- Really, anything but those awful open play areas.
- Board gaming and room to game
- please leave it a library
- All these listed items can be done on line. Close the library building.
- educational workshops (art mediums, drawing, painting, watercolors)
- Early voting
- Bother WIC and financial assistance services.
- Medicare information consultations
- senior services
- More daytime book clubs
- More "friends" sales in Roseville instead of far away Shoreview
- Any related previous comments; computer instruction
- Community ed classes
- early voting

- do not need more
- Craft and photography
- not sure these are needed at library. LIkely not use any of these
- None. I use the library as a library
- none apply. Am satisfied w current offerings
- Official documents including birth, marriage, and death certificates
- Nothing
- postage stamps and a mailbox, I LOVE that the WBL location has State Park Passes/state book kits for check out. I realize this is through a grant, but I strongly support getting families and youths out to our parks and this is a fantastic idea to get people back outside and reading the books in the kit as well!
- Expander digital services
- I don't need any of these, and you should allow a "none of these" option.
- voting was great, thanks.
- Senior friendly area

Appendices

THINK ABOUT OTHER LIBRARIES OR PUBLIC SPACES YOU HAVE VISITED:

WHAT WOULD YOU LIKE TO SEE AT YOUR OWN BRANCH? LIST THE LOCATION AND WHAT YOU LIKE.

Answered: 614

Skipped: 1557

› Online booking of community rooms
› I would like the librarians to emphasize books and reading rather than computers.
› The remodeled Maplewood kid area is popular
› A more secluded/soundproof children's area. And posted signs to be quiet. It used to be that the library was a place of peace and quiet. Now most times there are noisy children and adults talking and it is just allowed by library staff.
› Microfilm reader
› Roseville - spacious and lots of lights.   Better, softer seating.
› Volunteer opportunities. Community projects to work on as a group. Book groups led by "community reads". Kids read to dogs or grandparents.
› DMW Office - Roseville
› Book displays/suggestions for what to read for kids and adults
› A library in Las Vegas had a full shelf of Chinese novels, chapter books, picture books, DVDs, DCs, craft books. If possible, it would be nice to expand books in other languages besides Spanish. Multi-cultural books supports multi-cultural communities.
› Small, quiet, comfortable sitting spaces just for reading

› I love how family friendly the space is. My kids can spend hours playing and reading books. I think Roseville branch is the best!

› Multicultural/community art and representation in staff (diversity)

› Collections to browse.   Young Adult literature. Meeting spaces

› New Brighton is quiet and has better room for studying

› Open till 9 on Friday and weekends

› Nicer, creative bulletin boards

› Honest public resources

› Roseville - better policing of cell phones.   Roseville - exceptional book/dvd collections

› Shoreview - book clubs, especially mystery. Mounds view- interviewing classes

› More community oriented space for groups that aren't elderly or older adults or children.

› I like it here because other libraries had hard seats and more uncomfortable seating.

› Lincley Library [spelling?] --it serves more hours. It has more private rooms for study. It is close to public transportation.

› Art work displayed

› More of what I get and experience here at N. St Paul Library. Can't say enough about all that work here. Such a pleasure to be able to have them all. Clone them for all libraries!

› Sun Ray Library -- no fines. Every 15 minutes we get $100 of fine. Mayors trying to get no fines!

› Poetry circle at RCL Shoreview was enjoyable. Non-circulating art or photography books.   Movie series at RCL Shoreview was also enjoyable.

› North St Paul -- no talking in library!   Maplewood -- no talking in library!

› Green living plans - nature.

› NSP Library. Friendly and helpful staff. Quiet environment, usually. Competent staff.

› More free play activities at children's area North St Paul

› North St Paul expanded hours. Computers in open area before library opens.

› North St Paul - expanded selection of large print books. Including new releases. Thanks.

› No race ads. No gender ads.   No skin color ads. No international ads.   No religious ads.   More cleanness.

› I like that the Washington County Library Self-Checkouts allow you to type your card number when you don't have your card with you.

› Recommend reading list for specific age groups, as well as an option to leave/read reviews on titles

› Would like the North St Paul branch to have more books

› North St Paul: more comfortable seating/space to hang out. Drive up book return.

› Overall, we love the WBL library the best!

› WBL is fabulous! Thank you.

› Maplewood -- playhouse and kitchen

› Shoreview -- many areas to do work. Tables are set up and it's still quiet enough to work.

› Dunn Bros at Roseville.   I really think the WBL is awesome.

› I visit the Maplewood Library on Sundays (for computers) and like the way the foreign language DVDs are in one location. Is that the only library where they can be found?

› Coffee shop would be great!

› Roseville -- Dunn Bros.   More kids spaces at Roseville

› I have gained much from the Mounds View Library and Staff. Thank you!

› Mounds view library likes: small and quiet, the staff is helpful, the decor is not visually overwhelming (I have sensory integration/sensitivity problems). Mounds View 'would like to see': more programming for young adult professionals. More culture and story telling events.

› More guided activities for children: Roseville and Shoreview.

› Maplewood has a large room for special events and class rooms. Large shelf for texts on stocks and consumers library (?)

› I used to go to the Arden Hills library. When it was

› torn down, I used the NB one and then we started going to the Shoreview one.

› Roseville -- coffee shop   Lectures on intellectual topics for adults in the daytime.

› We love the wall toys at Roseville for entertaining toddlers

› I enjoy the classic library look of dark wood, furnishings, quiet, etc

› Sensory Comfort.   Artist lectures.   Alternative media (DIY "zines")

› We typically visit other libraries for a variety of children's activities

› Maplewood and Shoreview need a coffeeshop (i.e. Roseville)

› Coffee shop in Roseville.   Easier ILL requests.

› Cafe (i.e. Dunn Bros in Roseville).   More evening programming (book class/discussions)

› Seeds. More handicap parking. Carts to get books to car.

› Minneapolis Public Library has a warm feeling due to the smaller, beautifully designed spaced. Ramsey County Libraries in general have a more "warehouse type" of a feel. :(

› Mounds view needs to be remodeled.

› Check out the periodical displays at the Duluth Public Library or at Grand Marais Public Library -- far superior to ours.

› Roseville coffee shop!

› Createc - St Paul library system

› We moved from Carol Stream, IL, and they were a small library but had so many different events for adults and kids. Two times/month free dance classes, seasonal events, fun events for kids: "Cat in the Hat"night, "Hamilton" sing-a-long, Harry Potter Night. Also, craft supplies, a train table, and four times per week story time. The librarieans were also much more accessible and interacitve with the kids. It got us in the door frequently. The 1000 books before kindergarten was also a HUGE hit and got th ekids really excited about coming to the library.

› Coffee shop - Roseville Author readings - Roseville

› Maplewood Library is farther from our home than White Bear Lake, but is worth the extra miles. There is a much greater selection of books and DVDs. Both branches have friendly and helpful librarians.   A problem for us at both libraries is the manner in which the librettos are placed within the DVDs. They are folded so that one first needs to open the cases and then pulling them at least part way out because the library label partially covers the libretto contents. Our library in Naples, Florida has a more customer friendly method: the libretto is unfolded so that the entire libretto can be read from outside the case without first having to pry the case open to read it. I was told by one library worker that the Maplewood and WBL method is for the convenience of the library personnel to make it easier for them to manage, sort, and catalog the DVDs. It may indeed be easier for the personnel, but it's not customer friendly. We would much appreciate this issue being considered by the libraries.

› Clean New modern computers New ear phones Better chairs

› Roseville -- car drive through for drop offs

› No specific location. I would like to see new library where I can reserve a room for group study or meeting in advance through online or by phone.

› Dakota County in Eden Prairie --- larger space, maker space, more books and magazines

› I liked the cafe, and would love another place to purchase food and drink, even if they were just selling snacks. It was never necessary but it was an absolute perk.

› No St Paul - location

› More drinking fountains

› More toys, puzzles, and activities

› Coffee Shop/ sandwich shop

› Have visited the shoreview and Roseville libraries. They have better interior lighting. Enclosed kid area at Roseville.

› New, open feel of Roseville and Shoreview

› In general, Ramsey County libraries provide good services. Expanding those services is NOT needed. Property taxes are high enough.

- Roseville coffee shop was good before it got smaller/remodeled
- I am very pleased with RCL. In fact, I love it! Maybe expand the catalog some overall.
- Roseville -- coffee shop/lunch shop
- Cafe that serves food
- Drive through book drop off!
- Bigger children's play area / more learning things for them to play with
- Love the emotional feeling of sitting quietly in front of the fire
- Overall, all your Ramsey County Libraries are ALL GREAT
- the summer lunches
- TVs, movies, etc.
- Libraries in general should use more space for BOOKS, not teen hangouts or child care centers. Babies, kids, and teens are usually noisy and annoying. (Library user since 1955)
- Northtown Library (Anoka) has services like help with preparing and filing tax forms, color copier, and their computers have a left click option (allowing you to save images). Northtown is also open on Sundays. Anoka County Libraries also had a great program called "Page to Stage" -- you read the play ahead of time, see it performed, then discuss afterward with director and actors.
- Maplewood -- it's bright, wecloming, warm to everyone, it makes you want to stay, explore books, and read awhile. Same with Roseville location.   / More help with returning to workforce. As a source to people looking for short/low cost skills classes. Or refresher classes. Perhaps would be a great start.
- I love the quiet and classical look of libraries. I like that the WBL location is carpeted (quieter) with comfortable chairs in the quieter areas.
- Galleries -- NYC, Baltimore, LA.
- Shoreview -- I like that I can easily see the available "book ---" bags and "binge watching" bags. I wish I could easily see what at all the libraries and maybe even request then.
- Outdoor seating during summer months
- Board game rentals / borrowing. And, space for group gaming.
- More computer resource help and training. / Now usually have to go to another branch.
- I like that the New Brighton location puts out the 1 day new releases to be checked out. Being a busy family, it is hard to be back the next day to return for 50 cent rentals.
- I honestly have no complaints. I used to use Ramsey, Anoka, and Hennepin County Libraries but now I just come to Ramsey.
- I would like the library system to add onto existing buildings rather than build new or completely tear down and rebuild. Shoreview - Maplewood - Roseville are examples where you could have built up rather than new.
- Roseville -- like the coffee shop and meeting rooms.
- No fees for returned library books
- I really appreciate the employment and training services idea.
- Really like having a library in Mound View. Thank you.
- Location: Moundsview. I love the building and the layout. And, the art outside is wonderful. I feel like the inside could use more of that beautiful art and some extra color. Maybe new paint or a collection of pictures to compliment the nice structure.
- A second floor would be amazing. Having more displays of cultural information, historical, events, etc. I would like to see more kids books, a larger kid/art section, organization of different types of books, more colors around the library.
- More audio books
- We love the outdoor kids space and kids area at the Roseville branch. At both the New Brighton and Roseville locations, we love the big windows. The New Brighton hours are pretty limited, it would be great if they were open on Sundays too.
- I like being able to shelf-read rather than having to order, so primarily Roseville.   As a former educator, may I suggest literacy services? For English speaking people. The current educational system is appalling. Libraries are supposed to be about words.

Appendices

Survey Question 11   WHAT WOULD YOU LIKE TO SEE AT YOUR OWN BRANCH? LIST THE LOCATION AND WHAT YOU LIKE.

› Seattle Public Library: Open space, theatre area, enclosed, quiet areas, easy organization, smart design.

› more small group meeting rooms

› if there are phone charging lockers like this. https://incharged.com/lockers/ WE NEED THEM

› adult space with movie viewing   you have made special areas for teens and kids and there noise is everywhere where is the adult spaces with tv movie computers just like the others.how many more age groups will u segregate.

› Ability to check-out audio books on Overdrive I like the Dunn Bros at the Roseville location

› can't think of any, sorry

› none

› It would be nice for more adult seating in the kids area and a quiet place to work/study but still be able to monitor kids while kids are occupied.

› Stillwater's library has a great view of the river from its patio! Maybe we can have one, too!

› Shoreview-ability to ride bike to bike racks, instead of steps to rack; sidewalk around back of old library.

› Easier to use return facility---Shoreview and Maplewood

› Replicate Shoreview

› I adore the Roseville library.   The librarians are for the most part incredibly helpful and friendly.

› 1) Enoch Pratt Free Library - Central Branch-

Baltimore, MD - I would like to see a pond or water space for children's story telling hours. 2) Brooklyn Park Branch- Anne Arundel County Library, MD - sports equipment rental OR community engagement for children and sports. 3) Atrium (in general since this is Minnesota and indoor green space might be helpful for hands on activities.)

› Minneapolis Northeast offered tai chi, and seated yoga.

› The Roseville library has a much larger selection of materials (especially books in specific genres) and resources. It would be nice to have a wider variety of genres at the Shoreview library.

› We love the Roseville children's area. We love the outdoor area and that there are areas for older children to engage as well as toddlers.

› Food options

› The Maplewood Library is larger and has easier access from the parking library. I also like the Roseville Library but it's farther from White Bear Lake.

› The Shoreview Library is very aesthetically pleasing. The Maplewood Library feels more like an old school and isn't so enjoyable to be in.

› Expanded children's play area--more learning toys

› I liked the tables/study areas that used to be at the branch on County D/Cleveland. The windows looked out on several birdfeeders and was really a

nice place to work.

› Columbia Heights - more study rooms, bigger selection of books

› Enforced volume control in any areas where people are searching for material, reading, or working on a pc.

› I like old-school libraries with lots of quiet space.

› A better play area for kids

› Perhaps widen the aisles like Anoka Northtown. lower shelves.

› I like the homey feeling of the Hamline-Midway Library

› Minneapolis - coffee shop, sheet music, music CDs

› Better movie selection/better availability like the Shoreview location. I like the free book cart at Roseville, don't get rid of it! It exposes me to books I might not normally choose.

› accessible seats on the main floor for older people to sit and read in peace and quiet

› Roseville, New Brighton. Both are nice.

› outdoor patio seating

› Roseville Hamline. Coffee Shop / Hours open

› the library should be open through out the week and possibly more extended hours.

› Faxing capabilities

› Roseville. More open space feels crowded

› The Roseville library is the best model for the other libraries. The lighting and ambiance is really the best.

› Power for personal devices at computer stations in Shoreview branch

› Roseville: Another automated return drop box.

› I like that Hennepin county automatically renews items. I like that Anoka County has a limit on the amount of fines. I wish it were easier to borrow eBooks and that there was a better selection.

› lighting

› Ability to pick up holds when library is closed - I was able to do this from a locked box at downtown St Paul library

› coffee shop

› Maplewood Library I really like how they have more seating and places to sit and work on stuff. Also more seating outside for the summer. Woodbury Library I really enjoy how they have a wall full of local artist's artwork that they switch every other month or so for the public to see.

› More comfort seating for adults and teens

› Wb

› Genealogy center, like the Allen County Library in Fort Wayne, Indiana.

› Maplewood - it is a great site and doesn't need much, if any improvement

› none

› The Minneapolis downtown branch has some really great seating areas.

› Opening up Roseville Library in the Evenings on

weekends would make it more available to be a real community meeting place.

› Roseville & Shoreview's Open Maker Space Program.

› More audio books and easy access to download them, Hennepin County's is better, my husband uses them more. But I'm loyal! He's got his old card and accesses it remotely very often, downloading audio books regularly.

› Roseville had amazing toys that the kids loved (Magna Tiles and big board. We loved the HUGE selection of toys and sale cart. We usually attend Mounds View.

› cozy reading areas comparable to the former Roseville library

› Rules posted and enforced. The patrons who violate these rules are asked to leave and they are barred from the library for a period of time.

› Shoreview library bigger bookstore and donated vhs tapes for sale in that bookstore

› st paul downtown library kids' area had a little theater that my nieces loved to play with.

› This is an overall comment. The 'search' feature of the library computer system is woefully sad compared to Amazon.com. If you search for 'Scott and Baily' you won't find it. You have to search for 'Scott and Bailey'. Amazon is much more user friendly.

› Friendlier staff

› Love the STEAM program. Nicole is excellent!

› greenery,plants

› Large collection of large print materials at Alexandria library.

› I used to live in Florida and I have been very impressed with the Ramsey County Library. I think each one offers something different and all of them are great! I think they are up-to-date and doing well trying to stay up with trends.

› Community center fitness like the Shoreview Community Center fitness

› Ramsey RCL still use that awful access software that only allows 1 computer access per day--Go look at Hennepin County libs-They figured it out . RCL is still in the Stone Age....Why ????????????????

› Coffee shop, informal gathering space, more choices for book clubs and discussions

› A coffee shop connected to the library!

› Public art/gallery space for rotating featured local artists perhaps with related classes & resources to learn about the art, artist, medium, style...

› My "home" branch is New Brighton, so I understand they're limited with what they can do in that space. Solution: More space?

› Nothing.

› coffee shop? drive-up window

› Roseville - Dunn Brothers coffee shop

› I would like to see some design improvements within

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› the building. Maybe a coffee shop could be added as well.
› RCL Roseville has a lot of aerial room- could an art installation be considered?   RCL New Brighton is cloistered and tiny; expansion or more open-concept architecture would be wonderful.
› Coffee shop
› More private study rooms--there are only 3 here at SV library! The design of the (old) bldg was much nicer. This just seems like one big box-shaped building--which it is.
› Coffee shop More kids games Later hours on weekends More study rooms Book clubs!
› Play areas at Washington Cty Library in Wdby. Awesome place for kids & parents in Children's area.
› Nothing I can think of
› Roseville - I like that the Children's area is totally separated so we don't have to worry about being too loud. I also like the outdoor play space for them.
› Card pay for copies
› I love that Roseville has a coffeeshop
› Roseville library coffee shop!
› Shoreview: open late on Friday & Sat. evenings, especially in winter!
› Shoreview: A librarian working in the kids' area.
› Already mentioned
› My parents (retired) have a puzzle room at their library. Large tables, wall of puzzles, chairs. They &

› their friends love to gather there, have coffee & do puzzles.
› WBL--ability to host bday parties in community room
› quiet
› Stop the noisy teenagers that are turning the library into a shouting arena. Very disruptive to other patrons. Games, running and shouting do belong in a library!
› coffee shop
› Nothing I can think of
› I like the coffee shop at Roseville. Otherwise Maplewood is my favorite!
› For some reason the library can be very noisy at times.
› This is my branch.
› Coffee shop: open Fridays for a few hours --North Saint Paul
› I think our libraries are great in MN!!
› A regular coffee shop/annex--type like at Roseville. These seem to do better than the restaurant concept. Coffee & books just go together. Take down the "All Are Welcome Here" signs. Not needed! We know this already--don't get political! Don't do anything else to increase taxes!!
› Maplewood location. Very comfortable and accomodating. However, could greatly benefit from additional study rooms. Very popular area/feature. If

› there were 12 rooms, all would be full daily.
› Local Artist display with web site to order their goods
› A table to leave GOOD items no longer wanted, and free for the taking of those in need.
› Children "kits" that include books & educational materials (not just puzzles) to provide enrichment for 1-4 year olds.
› I wish we had a drive-thru book drop! Nuts in winnter not to have one. Coffee shop/snacks More kid crafts
› It would be nice to have more craft/painting classes for adults--not just for younger people.
› Maker stuff--3D printers, laser cutters
› Less "open"--old Maplewood library on Beam Community member collections--also old Maplewood library
› Coffee shop
› Children too loud--posted signs but NO ENFORCEMENT. Why have rules & think that solves the problem--where is the library staff?? Teen age room--bad behavior--All that $$ spent on equipment--What a terrible wast of tax payer $$--My $$. Enforcement of rules!!
› Mahtomedi library just had a jigsaw puzzle tournament that was quite fun.
› the outdoor area at roseville!
› I am happy with this branch.

- See questioin 5
- I think Ramsey libraries are some of the best in the state.
- Class on flower arranging 3D Printing & Design Demo Preserving Your Legacy--Hope I can make the presentations scheduled.
- A public phone like a phone booth for those who don't have phones.
- I like seeing spines of DVDs and SV, NB, WBL, NSP. It is harder to browse DVDs by cover only at RV, MPL. End up "flipping" through cases and is time consuming. Thanks!
- Large meeting room for 10-15 people, free reservations, interactive children's play areas like Ames Library
- Fantastic idea to allow early voting at Shoreview library. Nice convenience and time-saver.
- The Shoreview remodel should be the standard for all libraries. --Lots of natural light, with blinds (mechanical) if needed --Lots of seating with electrical outlets --An eye for design! The design makes you want to stay at the library (and copy some design elements for your own home!)
- Site to check series or trilogies by authors. Possible availability of previous books borrowed.
- Maker space like the Shoreview branch
- Coffee shop
- Roseville location has an outdoor area for children

- Computer area away from kids. They get very noisy at times and it is hard to concentrate. Not all adults love to hear kids screaming and loud people. At one time libraries were quiet locations to study and research. Now it's noise noise noise noise and very annoying. Wish libraries could go back to quiet spaces they once were. It is certainly missed!
- Larger collections. New Shoreview library has small collection. Taller shelves would provide more space for BOOKS! Also, Shoreview youth audiobook collection is really small.
- I love my Shoreview branch. I would love a wider range of movies and new or a Minnesota author programs or sections. Home school programs!
- Coffee shop Larger play space
- More manga
- Coffee shop
- Coffee shop would be nice but don't have to have it.
- At my WA state library we were able to check out DVD series for 3 ks compared to 7 days at RCL. It was a BETTER policy.
- open on lesser holidays
- WBL LIBRARY - IF YOU ARE GOING TO CONTINUE TO CLOSE THE LIBRARY ON SUNDAY'S, AT LEAST HAVE A BOOK DROP THAT HOLDS BOOKS THAT PATRONS DROP OFF. MANY, MANY TIMES I'VE DROPPED OFF BOOKS LATE SUNDAY EVENINGS AND THE

BOOK DROP IS OVERFLOWING!
- Roseville library is the only one I go to.
- Plants, greenery inside like the library in Woodbury.
- Area (indoor) to walk
- Public art; space needs to be interesting, not a warehouse. A good interesting library is the Stillwater Library.
- More balanced viewpoints in new materials purchased. I have noticed that several materials of one viewpoint have been retired from the library. What has been coming in is a overwhelmingly one sided. Please work hard to provide both sides equally.
- nothing to add
- Hennepin County - Maple Grove and Brooklyn Park, Children's area
- fireplace (shoreview)
- NA
- North St. Paul: a Kuerig coffeemaker! :)
- I LOVE, LOVE, LOVE THE SHOREVIEW LIBRARY. IT HAS GREAT EXHIBITIONS WHICH I TRY NOT TO MISS THIS NEW LIBRARY SEEMS TO HAVE MUCH NEWER BOOKS. THE READING AREAS ARE FULL OF SUNLIGHT.
- more collections, larger facility
- A group yoga class would be fun!
- Less glaring, more natural lighting. Less of a bare, cold, warehouse-like atmosphere both visually &

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experientially. Roseville staff members are very relaxed and friendly, which is a huge plus.
- Individual study space, quiet area such as at Maplewood or Roseville
- I like that Maplewood is open on Sundays.
- I love my library
- Less sterility, more cozy
- Roseville library more videos!
- Lucky Day Program at Rondo Community Outreach Library (see #3)
- Roseville is a great space, great staff, love the coffee shop
- Climbing for kids More open area for kids to play Bigger room for comfort room
- Wentworth Library, St. Paul has a glass enclosed computer room--makes it quiet Appreciate the extended computer use that Roseville offers
- Signage to return newspapers to the current rack with the sections in proper order More textbooks, more non-fiction Life plants Print directories
- Better distribution of DVDs and music material. The way they are display right now is very inconvenient.
- Food options at Maplewood
- Periodical sale--room like book sale--used magazine for, like, 25 cents.
- Collaborating w/ Science Museum as was done previously at Rice St. Library. I volunteered on Sat's & outreach was amazing.

- More public events, especially on social justice/ education
- Here at Roseville, my FAVORITE library by far, it would be great if study rooms were more available, rather than monopolized for hours.
- The Roseville Library has a way better selection but I prefer the Shoreview location.
- Free zoo passes to check out. Free passes to plays or Broadway shows. Free or discounted restaurant passes.
- Bookstore in Seoul, South Korea. It has a huge wooden staircase that people can sit and read books. Children were there to play but they were not loud. It was a comfortable setting to relax and enjoy a nice book. Maybe have small table to drink coffee?
- White Bear Lake--hot coffee, more comfy seats
- Georgetown, Ontario, Canada has electronic checkout where you can check out books using an app on your phone. That's really nice and convenient!
- Saint Anthony Park--I like Roseville's children's space, books & toys & outdoor space way better.   Alisa at SAP does amazing story time though--would be cool to check her out & learn from. Very involved, engaging, props, themes, etc. & they do bands & kid's shows & such that are great. (animals, etc) More than I've noticed here. But maybe I'm not paying enough attn.
- Classes--yoga, tai chi

- Renewals at checkout by swiping card (see St. Paul's system)
- Coffee shop - Roseville Areas where you can work privately that are quiet - Shoreview
- Richfield Library--when I used it, it was so quiet.
- Lake St Hennepin - tai chi class
- more comfy seating, adult quiet space by fireplace
- A mobile website at least.
- I like seeing other types of non-book materials available at libraries - maybe art, specialized baking pans, etc.
- Overdrive. Anoka still has it. Ramsey County Library used to have it and the Cloud Library is good, but it doesn't work with Kindle e-readers. Also, if you stick with Cloud Library, it would be great it you enabled the request feature. Right now it says Ramsey County Library doesn't participate.
- Fireplace--nice amenity
- Maker space
- I love you Rosy can service library
- Roseville and Shoreview - ample meeting/study/ program space.
- More computer classes
- Roseville
- I like what I've seen at the NYC Public Library. If you haven't seen the documentary "Ex Libris: The New York Public Library" check it out
- Roseville has an amazing children's section. I don't

think it's realistic with the space New Brighton has. But a toy update or swap with other branches might be nice.

› Roseville is a wonderful library!

› Concordia library Late hours openings

› Roseville--just about everything Great library!

› Drive through

› More study spaces.   Separate area for teens. They are too loud and swearing is grounds for having to leave including "Nigga"

› White Bear should have a curb cut in front of its entry so people with mobility problems can get in from the street. It is bad, and am embarrassment, that there is no curb cut.

› I just wish there was snack options. It could even be vending machines.

› I like the way the Shoreview branch displays their DVDs. Side by side, not front to back

› I like that there is a place for young adults to gather a the Maplewood library. I think that would be nice at the White Bear library as well.

› summer reading program for kids and teens

› Keep our nice Maplewood windows! The new Shoreview library is very nice--I love the new, clean and comfy desk chairs; the quieter separation of the teen space. In Roseville, I like the outside garden and stepping stones. Here at Maplewood, I like the larger used book area and the many, many racks for free papers, magazines, info!

› N/A

› Maplewood More separate kids area so less noisy in adult area.

› Periodicals area for browsing, coffee in area for adults, face out new book displays which are located near the entrance/exit.

› Free ecfe classes

› I like that you are quiet and have more open hours. I wish you had more tables and chairs where I can sit, write, study, etc. I like that you have comfortable chairs (by a fireplace!) where I can just read.

› Updated children's area White Bear -- floor mat

› I would like: "movie viewing rooms" where movies can be checked out and viewed in private library rooms which are equipped with movie view device for up to 2 to 8 people.

› I LOVE the fireplace at the WBL library. We choose that area to read in.

› Roseville has a nice library. I don't feel like we want for much.

› Roseville: 'more butterflies' (from my 8 year old)

› Roseville: I like the open, airy atmosphere of the facility, along with the welcoming and knowledgable staff.

› Adult - Online and at the Library - test and work on my brain skills (I had a TBI & have been on Disability. Nothing to keep my brain active.) I'm getting paid to do nothing. I have problems with anxiety and depression and isolate.

› Cloquet Library has computers for toddlers and children with reading, learning, and drawing programs.I don't remember if Ramsey libraries have this.

› Many libraries have a quiet place for seniors to read on the main level.

› I would love to see the Maplewood location mirror the Roseville Library make-over. Just more natural elements in the décor.

› I would like to see an enhanced system for downloading audiobooks, RB digital has a lot of problems and it impacts my experience

› Remind people they are in a library... be quiet so others can concentrate in quiet settling.

› I like the library system as it is - no complaints or need to improve much - other than perhaps hours of operation.

› Sound proof area for children

› Maplewood/White Bear Lake: would love some kind of coffee/food option.

› More soft seating to melt into a chair and read for a couple of hours.

› I lived in Orlando, Florida for a time, and the Orange County library system has delivery! You can request your books online and a bookmobile will bring them to your house! You need to return them to a

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Survey Question 11   WHAT WOULD YOU LIKE TO SEE AT YOUR OWN BRANCH? LIST THE LOCATION AND WHAT YOU LIKE.

physical library. When we moved I mourned the loss of library delivery. It made the years when getting out with small children is extremely challenging so much easier. I also marveled at how this would affect the elderly and those with limited transportation. When we moved here I wondered how library delivery would change someone's life, especially in the middle of winter when transportation can be challenging for everyone. I haven't a clue as to how the Orange County Library managed the delivery system, but I loved it. Maybe library delivery in the winter?

› larger buildings with more resources!
› I would like to see more programming for middle school and high school kids.
› More new books!
› Longer hours and seven days a week.
› Easily accessible quiet areas for handicapped people to sit down and read.
› Roseville   New DVD's presentation Dunn Brothers coffee
› Possibly more hands-on things for kids, like the Brooklyn Park library
› I think the Roseville branch is a great location with terrific services available. In truth, the only thing that stands out is that the library staff isn't always as friendly and welcoming as I experience at other locations. It's not major, but it's the one thing that

really stands out.
› Hardwood Creek in Forest Lake frequently displays art.
› I have only seen table-top gaming available for teens, but as a young adult, I can confirm that gaming for adults would attract me to the library more often.
› The expansion at shoreview should have included coffee shop similar to Roseville. It would increase traffic to library for sure.
› Classes, or maybe just a on-line tutorial on library resources that can be used with a home computer, download books etc. OK, it's most likely already there. I just need to do it :)
› Lessons that teach arts, crafts or whatever. Don't know if I've seen them anywhere.
› I am frequently impressed by the size of the Roseville branch's collection.
› A library I recently visited had a large room for quiet study. I loved this! People who wanted to do group work stayed out and people who wanted to work on their own were able to concentrate.
› Coffee shop at Roseville - I would like to see this at the Shoreview branch. :)
› Maplewood - a quieter area so all taxpayers can enjoy the space. Also, give the employees a longer leash so they can try to keep the library controlled when chaos arrives...
› Consistent schedule (hard to remember which days

WBL opens at 1:00); would love to be able to go on Sundays; I would love for Ramsey County to contact Dakota County Library System and implement the "Quick Picks" books which allow people to check out paperback books that and have no specific return date. They have a specific Quick Pick section in the library and books are noted by a bright orange sticker "Quick Picks"....they are great books to take on a trip and return when you are done. I continue to donate books to Dakota County so they can add them to the Quick Pick section. I lived in Dakota County for 57 years and LOVED these quick pick books as well as heard others talk about this. When I moved to WBL and shared this idea with someone at the Ramsey County library they looked at me like I was crazy! Even the Brainerd MN Public library have a Quick Pick section that my 90 year old mother uses!! Something to seriously think about. They don't use any bar codes they simply have patrons in Dakota County tell the check out desk how many books they are taking. The books are simply put on a shelf in no specific order but in the specified Quick Pick Section. Dakota County keeps track of data on how many books are checked out and the program is POPULAR with patrons.....Thank you for considering this idea.
› Activities to build community - like lessons on how to make an item. I like the Make-It space, and it

would be fun to have a group lesson on something.

› My needs are pretty simple - to get materials, sometimes use the computers or to read. I would just like it to be more quiet; perhaps a little more privacy between the individual computers (mostly for security). I LOVE the library - THANK YOU!!

› i would like to see a place where i can make a complaint immediately.

› A coffee shop with snacks.

› Roseville - vending and/or coin machines

› Copenhagen Library with a beautiful coffee shop open to the library, extended hours that allowed library use w/o full services and diverse designe.

› Downtown Minn4eapolis: research facilities

› Love Roseville just the way it is

› The Shoreview location seems to have controlled noise from children much better. And there is NO STINK from burning coffee.

› Tea and food. Much more quiet areas. The library in Woodbury attached to the YMCA has a nice, large quiet space.

› magazine exchange (leave one/take one)

› Chinese language books at one of the Hennepin County branches.

› A nice area for coffee/snacks would be nice.

› Ramsey County Library is the best in the state.

› What i previously stated/selected.

› Roseville - enjoy everything; would be great to have

later hours.

› Nothing really stood out at any other locations.

› Climbing type play. Outdoor play for kids when nice out all locations.

› more availability of books offered

› shoreview they have longer evening & WEEKEND HRS also I like the art display that rotates

› United States of America (U.S.A.) Major Big Large Cities Newspapers Rack Column Area Like Besides New York City, Chicago, Los Angeles.

› I love the Roseville Ramsey Co. Library - it is user friendly - includes staff/location/actual library - The programs are insightful - I have lived in a few states and am thrilled with this library.

› More advanced computer programs (Audacity, Adobe video/audio editing)

› snack manchine

› Media center where we can use special computers with photo editing software, transfer old video tapes, record audio and other creative endeavors. Saw this at the Eagan library and loved it!

› Maplewood library is TOO loud and unfriendly/ unwelcoming for families, studying, and overall enjoyment. The teen area is a PROBLEM!! Teen gaming on the computers, "hanging out", loud talking and cursing makes it too loud and not welcoming at all!!

› Maplewood Library has better hours than White

Bear Lake

› approachable staff like they have at New Brighton Library. I find New Brighton is always available and friendly.

› drive through drop off

› Roseville: Adult collection on the first floor.

› librarian help to get audio book set up on devises. they say they can't???

› the collections at other than Roseville need expanding: interlibrary loans need more flexibility, like renewal possibility.

› Maplewwod, North Saint Paul

› Book club especially mystery

› More study rooms and more librarians to help

› The other place I like to go is the Maplewood Community Center. Maybe more opportunities for physical activity when people need a break from reading or studying? Like the examples I'm this article: https://www.lappset.com/News-and-updates/ Blogs-and-articles/10-reasons-why-outdoor-training- is-better-than-a-gym-workout

› none

› Playground

› The kids area closed off so it's quieter in the adult areas (Roseville Library) Silent vs. Quiet areas (whisper/group work/quiet games, etc.) for adults - University of Minnesota Duluth had every other floor silent vs. quiet and everyone was required to

take calls in the stairway. It was wonderful.

› You have what other libraries have..

›   MORE MANGA

› St. Paul public library

› Reading areas

› The Ramsey Public Library - Roseville that I frequent does lack a gender neutral bathroom, which is something that is becoming a standard all across the metro, I see, as it is a conscientious evolution. If you want to catch the curve, you may consider this seriously.

› quiet no food

› downtown MPLS branch, you have to pay for your printed copies before you can print them, there is a pay machine next to the printer.

› I love the quiet spaces at the Stillwater library. It's not so open like the newer Ramsey county libraries so noise doesn't travel as easily. It's cozier and more welcoming to actually read. I like being there. In the newer Ramsey libraries, all I want to do is get my materials and get out of there...

› Minnehaha avenue and snelling library has a good staff..No cell phones/talking allowed enforced.

› Small seated area for coffee and snacks.

› The Roseville Library is the best Library I've been to.

› Why can't I select more than one age range below? My children are 5 and 8. My kids like the outdoor play area at Roseville and the Lego Room

at Shoreview. I'd like the Graphic Novel section to be more prominent at every library in every age category, with a sign on top of the stacks.

› More programs for seniors! Quiet areas with computer access!

› We used to live in Arkansas and they have a fantasic library in Fayetteville -- there was a great children's area with a separate computer space for kids so that it didn't infringe and compete with the books and other areas.   Also, they had a nice area with huge windows were there was lots of comfortable seating and rugs and it was a great place to read aloud and play with kids.   Would also be great to have a low barrier to the children's area so that if you are in there you can let your kids walk (keeping an eye on them, of course), but know that they can't escape.

› more computers at Maplewood and white bear lake

› Roseville library - Dunn Bros. Coffee

› I don't think the library has to try too hard to be much other than it is. Our very favorite library (The SPPL Hamline Midway library) is tiny and hardly offers any "extra" services, but it has kind librarians and a cozy library feel. Sometimes it's okay for a library to just be a library! :)

› Naples FL libraries-small auditorium holds frequent free concerts, yoga and meditation classes, craft classes etc.

› I think the RCL is pretty good the way it is and

doesn't need much to improve it.

› More new movies and not have to pay .50/day

› I like the attached coffee shop at the Roseville library. I don't want there to be food and drink allowed in the library, but it is nice to be able to check out a book and read it in a coffee shop. Library and coffee shop should be separate but nice to have next to each other.

› I would like training on the VA Health System at the Roseville library.

› The Roseville library is the best (& busiest) library I have ever used. GOOD WORK!

› More books - I often am not able to find them at this location. I know that we can request but I am reading a book at the time that it comes in and then I don't want to hold it up for the next person

› More on-line databases, and more that can be accessed from outside the library. Even more important- better user friendly interface. Another thought - if Ramsey County doesn't have something - quick access to other county libraries that do.

› Roseville: a non-cafe talking/social space would be nice. (Dunnbros is really loud, and I don't always want a coffee)

› More DVD's. Having the entire series. If one season gets damaged or lost then be sure to replace it. Frequently clean or repair DVD's. Too many have horrible large skips and the story is lost.

- Brighter colors-more inviting More check out desks scattered throughout Coffee Shop w/lunch options Outdoor play and reading area that's safe for kids (Roseville)
- Madison library has a music instrument check out program.
- I love the library, maybe just more comfortable seating and bigger parking lot.
- Seating for group offerings
- More living plants, aquariums, small trees and tv monitor
- online scheduling of meeting space
- Roseville and Maplewood branches are open, on M through Th nights, till 9 p.m. It helps tremendously when I am working in the evenings to be able to stop in then.
- A warmer more inviting atmosphere
- more small study spaces, additional internet options
- Teen gaming space @ Shoreview similar to that of WBL, Maplewood, & Roseville
- Honestly, this one has everything
- This may be out of the box type suggestion, but in the winter, could there be a high humidity room with plants, similar to Como or Mpls sculpture garden?
- I love it as is. Such a great gift to people, Libraries. They should be packed by citizens every day.
- media-consuming area -- watch video, listen to music food and drink options

- Stillwater, MN -- artwork and displays in glass case
- N/A
- A coffee bar would be amazing, especially given the Eagle's Nest location it would be highly utilized.
- Can't think of anything. they're all the same.
- Roseville location has a really nice Dunn Bros. in its space. Nothing has worked at the Maplewood location, but maybe a bigger name would? I love sitting in the cafe area and drinking coffee.
- You asked for it. Outdoor seating with shade would be great, either garden-like, with trees, "fences" with vines, or tables with umbrellas or some other method of providing shade...In my wildest dreams a water feature such as a stand alone small fountain would be delightful! ohmygod I have hit the oldest category!!! LOL!
- North St. Paul is closed on Friday. I'd like that open.
- Maplewood is very nice - it's layout is good, décor bright and open - no changed recommended by me
- Cheaper cost at printers. Hennepin and Anoka county (.10) St Paul (.15)
- A warmer atmosphere aka St Anthony Park. Roseville is so industrial and cold.
- NA
- North St Paul - Much quieter compared to Maplewood.
- A fireplace at the WBL library. The new WBL library has loss the "coziness" of the old WBL library. It's

now just one big, open, white space so I think a fireplace would help.
- Coffee shop
- I used to love sitting at the old location in the winter, looking out over the lights at the Community Center. I don't think we can do that with the new orientation.
- George Latimer Library - Saturday live. Merriam Park library- downstairs area for concerts.
- White Bear Lake, I'd like a coffee place that has a variety of drinks and snacks.
- Better patrons that do not abuse parking and do not leave trash on book shelves.
- I appreciate local artwork and authors featured at the library. I like stopping to unwind after work. A coffee shop would be nice.
- Roseville. Reasonably priced food & beverage options, snack bar, am not a 'coffee' drinker during times I visit the library.
- My six children and I frequently visit our library and occasionally visit others in the Twin Cities. We enjoy libraries that are close to other attractions like parks, walking space, or city spaces.
- 1. Free phone charging stations. 2. More seating in front of the windows that have such a lovely view of the city.!!
- Rice Street Branch is closest to me, it has limited hours, loud children, and the Wi-Fi doesn't allow my

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older ipod to get access to the internet, what I like is the bus stop is right outside the door.

› Mound views - love the kids graphic novel section, well laid out & labeled to highlight the novels my 10 year old would like. New Brighton - separate kids & adult area is nicely laid out & the librarians there are fantastic & very knowledgeable Roseville - the lighted sticks kids can play with, the separate upstairs with lots of desk & space near windows to study Shoreview - great layout for a library as well.

› Closed in area for loud people,& kids

› book sales

› having north st paul library hours same as maplewood library hours

› I do not like the noisy teen space at the Maplewood Library, and I would not want that at the North St. Paul Library.

› Coffee :)

› Maplewood's reading area.

› North St Paul - open on Friday

› Valley Branch, Washington Co.--expanded hours

› Computers where you stand to use them and only good for 15 minutes then shut down.

› Starbucks or Caribou Coffee like at Roseville. An art display in the Community Room at certain times of year.

› technology learning center, listening center, art installations, arts and crafts, community garden seating area, rooftop garden, board game night, shared learning rooms, self-check electronic devices, reading porches/gazebo, gift shop   - Middleton, WI "Middleton Library - Austin, TX "Austin Public Library Central"

› A coffee shop and work resources.

› Library hours 9AM to about 6PM Monday through Friday. New Brighton opens before 10AM for special children programs. Some people pound on the door thinking the library opens at an earlier time. Lets end the confusion and have the library doors open at the same time for everyone. I also see when the doors open one person often races to the DVD's and takes most of the DVD's available. It is a shame that some are not courteous, perhaps having a limit on checkouts needs to be in effect and would correct this problem

› Other libraries on a single level: access to my frequently used spaces on the ground level.

› It's not a library space, but I would like the e-book system to be more like St Paul Public Library's--able to use a Kindle app, easier to navigate digital catalog.

› Smaller, cozier lounge spaces at the Roseville Library like the fireplace room at the New Brighton Library. Maker-space like at the downtown St Paul Library. More inviting outdoor patio space for the summertime, with better sun-protection/shade landscalpe elements. Low-tox landscaping for pollinators (labeled as such). Master gardener and related program collaborations.

› Inter-Library Loan options for resources outside MELSA system, for more specialized materials. The University of MN libraries have something like this for students/faculty.

› movies are alpha by drama, mystery, action, etc. Easier to find instead of just throwing everything just using alpha. Maplewood Librabry

› Gallery space for art or photo exhibitions. I love it when the Roseville area schools artwork is on display.   Could this be expanded to other schools or artists/photographers/potters etc.

› Roseville's "friends" area

› Movie night

› Roseville Library DVD section should go vertical shelving like Shoreview. Makes browsing much easier.

› Quiet.

› Numerous large, well-filled bookshelves and plenty of comfortable well-lit seating areas are what I like best to see at libraries. Walking into a recently renovated library and finding both greatly diminished is always depressing.

› The WBL library is exemplary--the staff is so helpful!

› This branch is good as is.

› New Brighton. I love the location, especially because it makes it easy for a diverse group of people to have access to the library. I would like this location

to have the same or very similar hours to the family service center. It could also be bigger with private study rooms/ carols.

› Cafe/Food options (example Starbucks); more private seating areas. There are currently not enough spaces.

› community events such as a small music ensemble concert, and more events such as the fix-it clinics (though I can't think of some other type right now).

› Roseville is already amazing, so I'm stretching, but highly thematic children's room experience. Theme park style. Frankly getting the other branches to Roseville level is more important though.

› Shoreview has a warmer, more welcoming atmosphere

› group meeting space

› I've patronned libraries that off board games for families. These would be a welcomed addition for families

› A bigger collection (always need more books! :-) but requests are usually pretty quick.

› only go to Maplewood

› More color and visually appealing. The shoreview library is toondull looking and not appealing for a new space. It looks old and not modern. It would be nice to see more things for children to play with like the Roseville library has.

› Ramsey county Maplewood, love the deck, tables

with view over wet land. Ramsey co, Shoreview, gallery space for adult artists,

› We really enjoy the downtown St. Paul library though the hours are not as convient for our schedule. They seem to have more of the variety of books that we are looking for an otherwise have to reserve at other libraries.

› Unlimited computer time like Hennepin county,

› Online accounts having the ability to compile a book list

› Highland Park library doesn't really have adult hangout space

› I think of all the library locations and I have visited most of them, Roseville is the best!! I love the open spaces and yet the small away from others spaces and the designated areas for kids, teens and adults.

› White Bear coffee shp

› I'm pretty happy with the library as it is.

› more books

› Johnson City Tennessee -- more audio books on CD -- different variety from what you carry now -- more popular books

› More plants

› More makerspace opportunities at the Maplewood Library

› Fireplaces; like the preceding Roseville location. And the more multicultural supportive the better.

› Programs that are offered at Roseville , etc.special

events(speakers etc) are always at the other locations. Book Pages. Website like Hennepin Co has re: upcoming books

› You do a great job accommodating, already!

› List or shelving that allows you to instantly identify foreign films in DVD collections. (Eau Claire, WI, years ago)

› Maplewood Mall would be an ideal location. I would love to have public computers there!!!

› quiet room to rest and spend time with your kids.

› Coffee shop or snack bar per Main Ramsey County Library in Roseville.

› Shoreview~ The library is very quiet @all times, staff are more aware; the chairs at the computer stations are more comfortable & there are 2 printers near the computer stations. All other libraries I have been at are also quiet.

› Free tax services. Maybe a cafe.

› N/A

› park grove library lots of small tables but hey I LOVE the Roseville library, not much improvement is needed hell its the most visited library in mn.

› Streaming video

› A specific art gallery space like the downtown Mpls location on the Nicollet Mall. I like that after hours events "In the Stacks" at the downtown St. Paul library.

› coffee

Appendices

WHAT WOULD YOU LIKE TO SEE AT YOUR OWN BRANCH? LIST THE LOCATION AND WHAT YOU LIKE.

› Roseville - Dunn Brothers / Big work tables
› Northtown branch of the Anoka Cty Library has a comfortable reading area in a sunny place. It is very inviting to sit and sample a book to see if you might want to check it out.
› I like Roseville library's children play area options for all ages.
› Having a website browser like google chrome at the Southdale Library on 70th and York that can load pages on websites that Roseville can't.
› Hold lockers at George Latimer downtown library
› I would love to have overdrive back. I love to read books on my kindle, even if I have to wait for the books. A bigger selection of books, movies, cds.
› Meditation room for all faiths is what I would like to see. No, I haven't been to other locations yet.
› I like the space of the Maplewood library. I feel like everything isn't as crunched together. I like White Bear because it's within walking distance of my place of residence, but if I'm ever with a friend and we want to do something like write or read, I always go to Maplewood.
› I like the light wall with pegs at the roseville library
› I like the large open spaces and Dunn Bros in the Roseville library. We've visited the library in Wausau, WI and they have an AWESOME children's space that has a smart board, fish tank, bathtub and spaces for kids to do hands on learning.

› Roseville has a return right by the car window which is handy that you don't even have to get out of the car. New Brighton (I think?) has a kid's are that's a little more contained/ half separate room which is great to keep track of multiple kids.
› No fees for children's overdue materials like at St. Paul.
› See above in the survey.
› Woodbury Library and community center. multi use, pleasant and busy!
› Roseville: More BOOKS: the number of books per square foot should be higher than what I have at home.   And more OLD books.
› I would like to see improvements to the Ramsey County Libraries website in general. I think the search function needs a lot of improvement, as well as allowing for us to create a log in user name instead of inputting the very long barcode. Also, some improvement to the reserve a book feature on the website and the membership portal. Needs major updates.
› A warmer softer design that makes me want to sit down and read.
› Roseville - the space is light and open but always feels cool to me. Ways to warm up the armosphere/ environment would be great.
› Solarium
› I would love a space where my friends and I could play dungeons and dragons

› Roseville location Friday and Saturday evening hours. It could be a great place for families and teens to hang out on a weekend night.
› I remember seeing more crafts or science activities offered at Other libraries this summer. Wish those were closer.
› Better hours for Mounds View branch. Not enough daytime hours to pick up holds.
› Shoreview: Less grouchy librarians. I can name a handful that I have interacted with. Most are great, but others are quite unfriendly. Makes you not want to interact with those librarians.
› More quiet study rooms The library gets really loud with kids running around, etc.
› Large play structures- Brooklyn Park library
› Saturday storytimes
› Shoreview A coffee shop is a nice addition. an area of green space with flowers/green plants to sit in is nice too.
› The Duluth library had a puzzle out for people to work on and also some large version games like Connect Four. Fun and interactive.
› Creative space
› Ridgedale Library - quiet, comfortable seating areas for reading and study
› More blu-ray DVDs and I wish they followed up with the suggestions and/or requests I've made. I

like that I can request a DVD the library doesn't currently offer, but none of them have materialized. It's disappointing.

› Kids area that have larger toys to climb into like the tree or kitchen- maple wood

› Coffee shop, expand children's area

› Roseville: More and varied programming for children. New Brighton: Great children's classes taught by employees of Bakken Museum.

› Better, more expanded reference library, along with response feature for why donations are or are not accepted.

› WBL: separate children's area so you wouldn't feel like you are distrubing the rest of the library. Co-working spaces and small enclosed enclaves to work and read in.

› Return library to classic function and stop movement to turn library into community centers. Teach people how to "find answers" using library capability.

› Hennepin co. Website Free BookPage

› the wayzata and new moundsview branches seems to have more quiet areas

› More comfortable seating in a larger area. Coffee shop or available coffee. Create a space that is comfortable for seniors to gather. Also offer more program choices for children at the White Bear Library. There are more program options for children at other Ramsey Co. libraries.

› Close the branch library and create an easy to use on line system.

› water feature, such as water fall

› any that remember what a library is for-not trying to be everything,,,its for BOOKS. also having books on the 1st floor, not up formidable steps. Bill Gates should have built his own computer-libraries, like Carnegy did

› I use to live in the Roseville area, and that is by far my favorite. Now I live in White Bear, however, I find this library has limited hours and I tend to go to the Maplewood location. However the Maplewood location really isn't big enough for the population that can be there at times. The place gets busy and loud.

› Bigger used book store area,

› Not for me, but there are members of the community who do not worship on Sunday mornings and might appreciate hours starting at 8:00 a.m. A space for socializing for older adults. Places for young families to have private reading time, especially if they are unable to attend current story times.

› The ability to have more books available, although I know space is limited. Would perhaps like to see a solution to having to use the back entrance only during the winter months because of the risk of snow/ice coming down on the front entrance--this

is just a minor complaint.

› Shoreview is my branch. (1) I'd like to see history programming on par with what's available at Roseville. (2) How about some after hours music programming that highlights the musical cultures of the library's diverse patronage (J.S.Bach on his birthday, classical south Asian for Diwali, etc.) (3) An adult science fiction book club (I'd be all over that)!

› Roseville coffee shop and political speakers, i.e. Prof. David Schultz. Larger parking lot.

› White Bear Lake. Warm, cozy, no homeless people, longer hours, a coffee shop and cafe with food.

› I loved the old Shoreview library, easy access parking, easy access to the staff, the layout of the library, art displays, dual access to parking lot.I don't like anything about this new one.

› more open hours

› A library like Shoreview's

› The Roseville Library is already at least a B+!

› Roseville outdoor book drop off

› Coffee shop. Shoreview

› coffee/hot cocoa machine

› My branch is Shoreview and since it is so new there is very little that I see needs updating.

› Roseville - less industrial feel

› variety of books. It Seems like White Bear Lake doesn't always have the same selection that Maplewood or Roseville/Shoreview has.

Appendices

› Roseville: I like the brightness, all the windows--- well-planned + appreciated!

› I would like more space for the bookstore like we had at the old library.

› New Brighton - it seems to have a somewhat sterile feel upon entering. I love the 'feel' of the Ely library. N/B - More private/quiet space for us that 'need' more personal space to read. The videos are not the easiest to search through...always have to crane my neck sideways to scan through all the titles which is awkward and I often don't even bother to look through those on the bottom couple of rows - it's just too uncomfortable to stoop down.

› Roseville is great, but it seems at or close to capacity during the hours that I'm there, so I'd just say, "more!"

› my main complaint is that Ramsey Co. Libraries no longer support overdrive for my kindle so I have to go through the Hennepin Co. library for that

› Book clubs that provide the book for each member. Saw this at the Chesterfield library in the St. Louis MO area.

› Stillwater Public Library - great individual/2 person study rooms (wish it had more too) New York Public Library - great collection of rare newspapers on microfilm Tisch Library at Tufts University - microform readers that allowed one to scan in what one was reading; creating it as a PDF

› Replace audiobook CDs with the self contained audiobooks that St. Paul libraries have where you just add batteries and headphones and you can listen to the audiobook.

› I do like to buy books, perhaps sell books or other materials. I definitely like that Dunn Bros is attached to the library

› Downtown library in Mpls. public artwork, painting, sculpure, etc.

› story time specifically for older kids like 6-10 year olds with a professional storyteller.

› Shoreview, MN - comfortable, inviting space to read magazines, newspapers, etc. McMinnville, OR - designated "silent area" - no talking, no devices; just quiet.

› Newly added or new release list, book club. Seasonal home/yard care classes or presentations. Various Creative Writing Classes. Farmers Market (Wknds, in parking lot).

› Mounds View: open late on Tues and open on Sunday

› It's small and simple but meaningful to me: I would like to be able to opt out of a paper checkout receipt. I don't need or want it, and it wastes resources.

› Expanded voting hours later than 6 pm.

› Roseville: more study and group space

› Maplewood-outdoor deck seating and nature walking path behind building

› Better speakers, programs like at rosedale, but our community room is small for what they draw

› St Paul library offers a lot of free craft classes, like tinker tuesdays. I wish you had that. Also more fix it clinics. I went to one at Roseville but would like more access. My parents' library in Dakota county has a "lucky you" bookshelf where they have new books that are in high demand, like the kind on rental shelves, but if you see one there you can take it. No reserving or renting, just lucky you.

› More community events, speakers, authors

› Roseville library- huge separate kids play area with toys, outdoor kids area, play kitchen and other toys for kids

› na

› Legos

› We are impressed with selections in cds and dvds at roseville.

› Roseville is a GREAT library

› more cozy, less institutional

› Coffee shop.

› more little cubbies for the kids to curl up in and read

› Minneapolis Central...creativity in book kiosk displays by checkout. Too many to count...less jarring color scheme than the one in Roseville. Can't STAND that green.

› I can't think of anything, I'm quite happy with my

Roseville library.

› I wish the Roseville branch was warmer - more comfortable overall.

› I think it would be cool to have a TerraCycle bin. I had seen libraries that do battery or cell phone recycling. I would like to see more of this type of community service at the library or community center (Shoreview). I think it would be great if there was some "creative" space that could get a little messy at times. A well-organized collection of "maker" materials for that space would make it so fun to experiment with. I like the 3d printer, but some lower tech options would be fun too - sewing machine, glue guns, acrylic paints and brushes, canvases, embroidery supplies, etc. I've also seen libraries with sound mixing boards and sound proof recording studio space, which would be amazing to have! Things that are difficult to easily have at home would be wonderful to share at the library. A popular service like blue apron delivers meals, but maybe the library could be a pick up spot for CSAs? Grab your CSA and do a recipe exchange? or check out a cookbook? Another popular thing I've seen is a clothing swap. People bring in certain types of clothing at a certain day and anyone who comes can take what they need. Leftovers go to charity.

› Color printers. Wireless printers.   More foreign languages.   More community based programs

Quilting groups Foreign policy discussion groups

› Food/beverage options & space where it's okay to relax, read, work and enjoy my refreshments.

› comfy couches to sit and read

Appendices

Survey Question 12   WHAT AGE RANGE DO YOU REPRESENT?

Answered: 1813
Skipped: 358

Age Range	Responses	
0-6	0.44%	8
7-12	1.43%	26
13-18	3.31%	60
19-25	3.64%	66
26-34	10.70%	194
35-45	18.04%	327
46-55	17.10%	310
56-65	21.01%	381
66+	24.32%	441
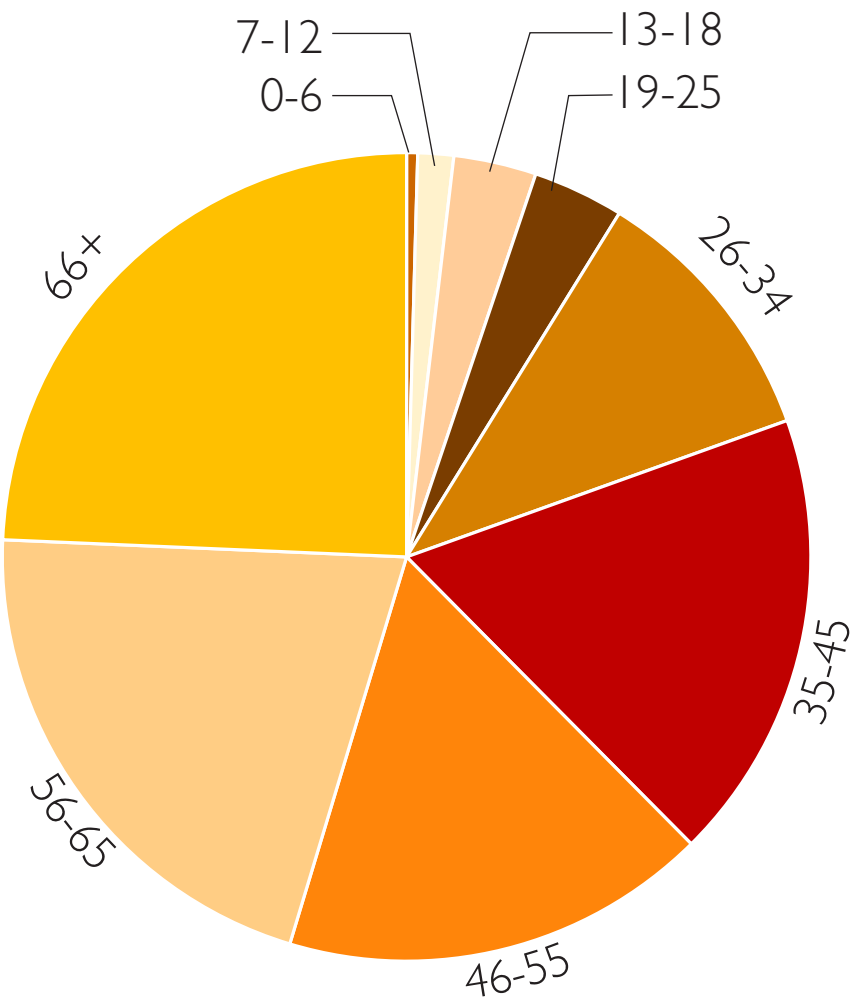
Appendix C: Survey Boards

Engagement boards were brought to each of the RCL branches. Library users were invited to write their opinions on what's next for the library on sticky notes and/or put a sticky note on images that resonated with that they love about the library.

(Above) Word cloud illustrating the frequency of phrases used in open ended responses - text taken from fill-in the blanks and "Post-It" notes. The bigger the text, the higher the frequency.

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

What brought you to the library today?

Browsing the Collection	Public meeting room
~~IIII IIIIIIII IIII IIIIIIIIIIII IIIIIIIIIIII IIII IIIII IIII~~	~~IIII IIIII~~ I
Pick up Holds	Printing/copy/scan
~~IIII IIIIIIIIIIII IIII IIIIIIIIIIIIIIIII~~ III	~~IIII~~ III
Scheduled programming	Library Staff help
~~IIII~~ I	III
Computers	Study Room
~~IIII IIIIIIIII IIII IIII~~ I	~~IIII IIIIIIIII~~ IIII
Reading	Meeting Friends
~~IIII IIIIIIIII IIII IIII~~ II	~~IIII IIII~~ IIII
Tech Help	Other *(Please tell us on a Post-It)*
II	- A cold wind
	- Drop off knitting project
	- Voting (x3)
	- Kids area --a warm place for them to play (x4)

What could make your library experience even better?
Please tell us on a Post-It

- Coffee shop (x5)
- I don't want a coffee shop (x4)
- knitting/crafting club
- Drop off knitting project
- Not just basic language class for kids (with grammer) - Spanish
- Story bags made with handles
- Gift shop
- Book store (x2)
- Board/strategy games for rent
- Bag to hold books
- Longer hours -- Friday in evening. (x3)
- More open hours
- Regular fundraising and charity events. Dropoff handmade projects
- Coffee/pastry food truck
- Technology activities for adults during evenings and weekends.
- Additional resources/ programming for toddlers.
- Evening and weekend reading/ storytime
- Larger variety of books in other languages (x4)
- Sewing class for kids Coat rack for snowy days (x2)
- Events for college students
- Clay makers space
- Books sales more often, with more children's books
- Different times at different branches for storytimes. We can't make 9:45 because of nap/ big sister drop off

Survey Board: RCL-Shoreview

- Arabic language input on public computer keyboards
- Weekend kids events
- More kids games
- Book clubs
- Video games
- more comics
- Shelves in bathroom stalls to place books
- 3D printer
- Fireplace
- Regularly renewed filtered wate, please
- More study rooms (x4)

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

What brought you to the library today?

- Browsing the Collection
- Public meeting
- Pick up Holds
- Printing/copy/scan
- Scheduled programming
- Study Room
- Reading
- Meeting Friends

Noisy middle schoolers!!

PS3

Legos

MLP Lobby

Tech Help | Other *(Please tell us on a Post-It)*
- Picking up a book for thanksgiving break!
- You have never sent my fines to a collection agency -- unlike the libraries south of you
- Kids area (x3)

What could make your library experience even better?
Please tell us on a Post-It

- Noisy teenagers (x4)
- This is NOT a library --too much noise-- teenagers and playground (kids). Waste of $$$
- Need more silent areas -- not just quiet. (x2)
- Teen area too noisy. Enforce quiet or seal them off! Library should be quiet... Or offer ear plugs for crabby old patrons
- Have separate kid area with good sound separation (x2)
- Newer kids books
- Plants vs. Zombies
- Other series for elementary age kids - fun reads
- Didn't have the book I wanted (I'm 10 years old)
- Alphabetize DVDs / Better organization (x2)
- Better hours on weekends
- Need higher chairs
- The library should have better hours, especially on weekends when most teenagers could use the computers and study rooms. There should also be stronger laws on who can come inside the library, such as loud and ignorant, reckless, disrespectful teens, especially young (no disrespect or offense) African American teens/children
- More books (x2)
- More books in Spanish (not just textbooks)
- Love the staff picks and suggestions. More please
- More study rooms
- Audiobooks and newspapers and kid books
- Getting books for the week
- Turn off cell phones or switch to vibrate. Post signs throughout library

Survey Board: RCL-Maplewood
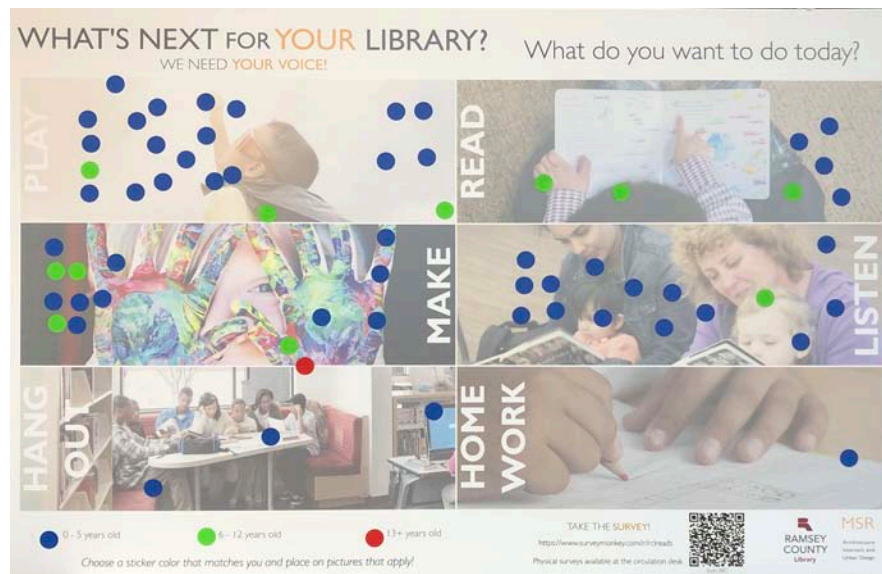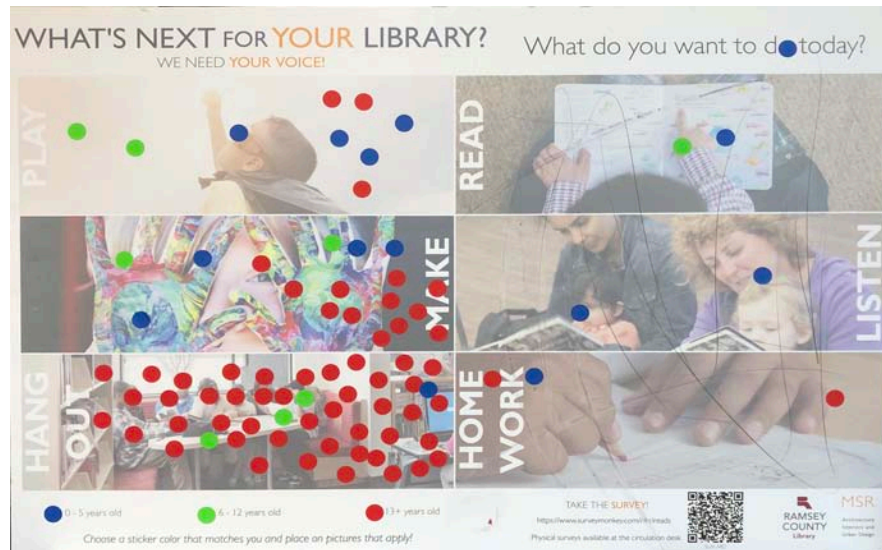
Survey Board: RCL-Mounds View

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

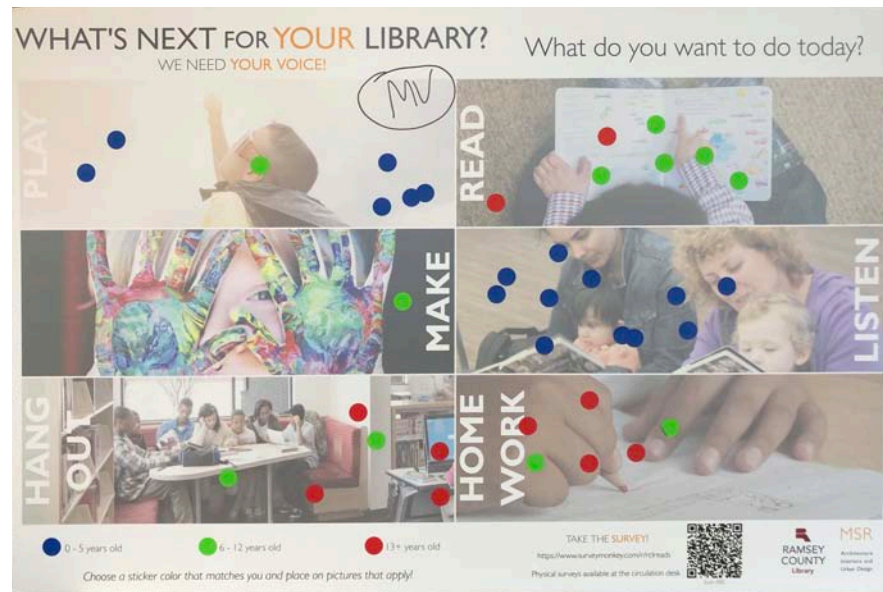## What brought you to the library today?

Browsing the Collection	Public meeting room
⊬⊬ | — Check out fun books & awesome movies. Browings for books and movies (x2) Check out books and play	|||
Pick up Holds	Printing/copy/scan
⊬⊬ ||	⊬⊬
Scheduled programming	Library Staff help
||||	||
Computers	Study Room
|||	|||
Reading	Meeting Friends
|||| — Looking for Level 1 reading books	|
Tech Help	Other *(Please tell us on a Post-It)*
|	- Storytime! - Renewing books

What could make your library experience even better?
Please tell us on a Post-It

- Later/evening hours (x3)
- More hours (x2)
- More books in history section
- Musical instruments like uke, tamborines, ect. Out with apps to listen & play
- More graphic novels
- More current books
- More variety of kids/teen books
- More study rooms
- More spanish language materials
- Adult lectures/cultural programming
- More classes-- most are at Maplewood and Roseville
- More books in non-English languages
- More spanish language materials
- Adult lectures/cultural programming
- Greet people when they walk in

Survey Board: RCL-Mounds View

Survey Board: RCL-New Brighton

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

What brought you to the library today?

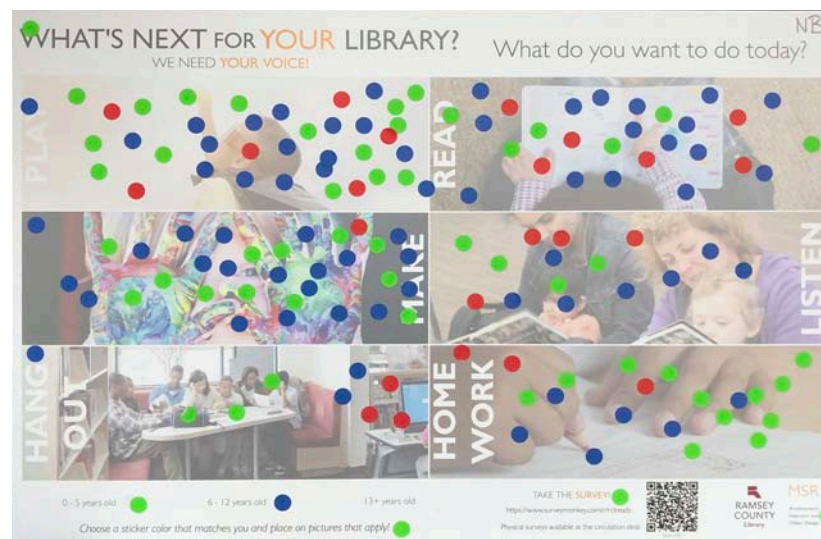| Browsing the Collection	Public meeting room
Pick up Holds	Printing/copy/scan
Scheduled programming	Library Staff help
Computers	Study Room
Reading	Meeting Friends
Tech Help	Other *(Please tell us on a Post-It)*

What could make your library experience even better?
Please tell us on a Post-It

- Hot spot for checking out (for home use)
- Books
- Open from morning until midnight
- Kids!
- A quiet place to study -- not needed only in study room
- Put up signs for remind people that library is a quiet place. Lots of yelling kids
- Soft chairs to read in
- Better website that allows patrons to have a book list for future readings and mark those already read
- Readings in front of the fireplace
- Less popular books are sometimes better. Could you get some less popular books?
- Programs to inform patrons on proper care of materials. Especially discs. Posters!
- Pillows for the lounge. Chairs are too deep for short people. (x2)
- Faster Wifi
- New release wall and variety of choices (esp non-fiction). Life changing
- Fireplace is great
- Books in I wanted. Closer than going to roseville (x2)
- A movie I wanted to see without paying.
- Study. Homework for grad school.
- Better access to audio books on the lower shelves. I almost have to lay on the floor to see. The chairs/stools help, but not for the fiction rows.
- Every book is the world!
- Open Sunday
- To use the internet
- More books, less fines
- Open more hours (x2)
- Please improve the drive-up drop off box. I can't reach it. Extend it or make the pull up area longer.
- More hours on weekends
- More books on new shelf
- New computers

Survey Board: RCL-New Brighton

- Send a "warning" email if requested item is "suspended" status about to become active. I've been surprised a few times by items "ready to pick up"
- Me!! Movie! Watch!
- 3 week movie check out time instead of 1. Or calling to extend.

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

What brought you to the library today?

Browsing the Collection	Public meeting room
‖‖ ‖‖ ‖‖	
Pick up Holds	Printing/copy/scan
‖‖ ‖‖ ‖‖‖‖	‖‖‖
Scheduled programming	Library Staff help
‖	‖
Computers	Study Room
‖‖ ‖	
Reading	Meeting Friends
‖‖	‖‖‖‖
Tech Help	Other *(Please tell us on a Post-It)*
‖‖	‖

What could make your library experience even better?
Please tell us on a Post-It

- Coffee!
- More loung chairs (x2)
- Public meeting rooms
- Being able to renew books twice from the beginning (if not requested). In other words, 9 weeks, instead of having to remember to renew at exact time.
- Keep same library card number when getting a new card -- choose your card style. Happens in washington county
- North St Paul is my favorite library. Great, helpful staff, new books, fireplace.
- More hours would be nice
- Friday open hours
- Craft classes

Survey Board: RCL-North Saint Paul

Survey Board: RCL-Roseville

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

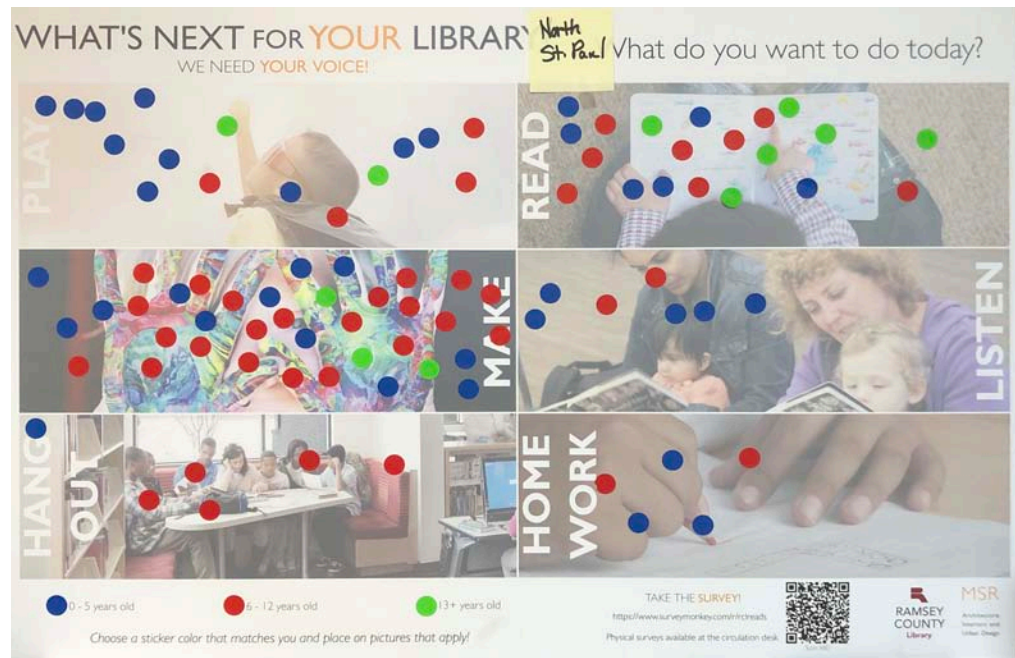**What brought you to the library today?**

Browsing collection · Public meeting room
Pick up holds · Printing/copy/scan
Scheduled programming · Library Staff help
Computers · Study Room
Reading · Meeting Friends
· Other (Please tell us on a Post-It)
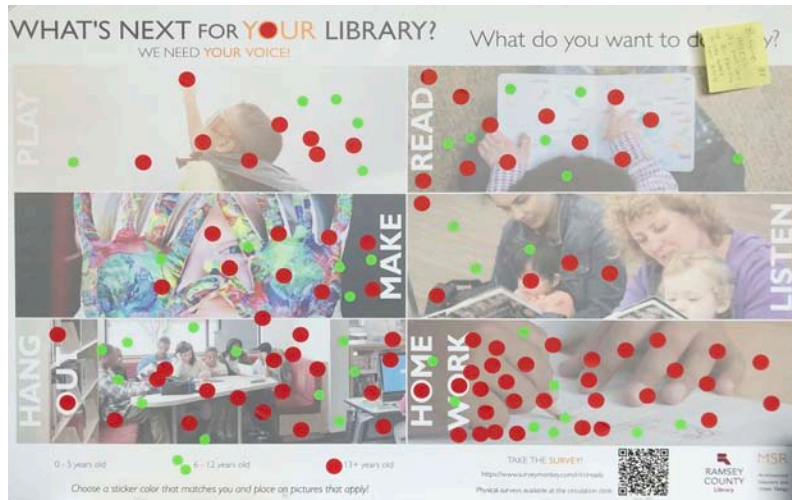
I t is Good for you

I LOVE READINN

- Used book store
Playing and voting
Pick up book from collection found online at home

What could make your library experience even better?
Please tell us on a Post-It

- 2 week checkout for DVDs
- More sound absorption in main areas.
- More users friendly library website
- Main room has such an "independent work" look. No sense of community. I have no idea how to warm it up but would like!

Survey Board: RCL-Roseville

Appendices

WHAT'S NEXT FOR YOUR LIBRARY?
WE NEED YOUR VOICE!

What brought you to the library today?

Browsing the Collection
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Public meeting room
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Pick up Holds
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Printing/copy/scan
卌 |||

Scheduled programming
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Library Staff help
卌 |||

Computers
卌 卌

Study Room
卌 ||||

Reading
卌 卌 卌 卌 ||||

Meeting Friends
卌

Tech Help
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Other *(Please tell us on a Post-It)*
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Voting (x4)
Came to play (x8)
Renting movies (x2)
Newspapers (x2)

What could make your library experience even better?
Please tell us on a Post-It

- Open Sundays and longer hours (x12)
- NO Sundays
- Open more hours (x10)
- More weekend hours (x2)
- Open 10AM - 10PM a couple of days a week
- Earlier hours for little ones
- Open Thursday and Friday evenings
- Open the 1st set of doors 10 minutes before opening time for early arrivals (potty time, etc). It's cold outside! & keep second set of doors closed until actual opening.
- More books (x2)
- Drinking fountain inside
- Book club for moms
- Book club for middle school students
- More weekend and after school programming
- A cafe! (x12)
- More variety of books (older, requests from public for whic books they'd like to see)
- More kids and JV books
- Newer movies
- Love the movie rentals!
- Maker space
- Some folks bring kids in like this is a playground. It is a LIBRARY NOT a playground. R-E-S-P-E-C-T. QUIET.
- What happened to a quiet place to study and read?
- QUIET (x2)
- It's a library not a playground. Keep kids under control and not running and screaming
- Teach how to download audio books on phone
- STEM and Art activities for teens at White Bear Lake
- Great work. Lots of help! Everyday.
- More variety of teen activities
- Longer time to rent movies
- Movies that don't skip

Survey Board: RCL-White Bear Lake

- Able to download books!
- Keep same hours as Shoreview, Maplewood, and Roseville (x3)
- Genealogy person
- Not having the rush line parking ramp across the street!
- There's a parking lot. Is it safer for visitors to park in the street? That's where the door is.
- Who thought closing the door from the parking lot to patrons was a good idea?
- WHY...is parking lot entrance for employees only???? Makes NO sense
- I get angry every time I come because I have to walk around the building to get in.
- More bathrooms (x2)
- Unisex bathrooms
- Nothing it's amazing (x2)
- Additional study space --even just more tables with outlets because the (wonderful) study rooms fill up quickly leaving few places outside to go.
- Aquarium and other animal displays