

**Ramsey County Library
Board of Trustees Meeting
October 16, 2019
3025 Southlawn Drive
Maplewood, MN – 6:30 PM**

CONNECT community
INSPIRE curiosity
CULTIVATE learning

- I. Call to Order**
- II. Public Comment (6:30-6:35)**
- III. Approval of Agenda (6:35)**
- IV. Consent Agenda (6:35-6:40)**
 - A. Approval of September 18, 2019 Minutes (2)
 - B. Director's Report (3)
 - C. Friends of the Ramsey County Libraries Report (4)
- V. Action Items (6:40-7:30)**
 - A. 2020 Holiday Calendar (5)
 - B. Resolution Regarding National Friends of Libraries Week (6)
 - C. Resolution Regarding Macmillan Ebook Publishing (7)
 - D. Exhibits and Displays Policy (8)
 - E. Sale of Surplus Furnishings and Equipment (9)
- VI. Discussion Items (7:30-8:30)**
 - A. Benchmarking RCL to Other Comparable Libraries (10)
 - B. Maplewood Branch Update/Tour (11)
 - C. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

November 12, 2019 6:30 p.m.	RCL – White Bear Lake 2150 – 2 nd Street	2019 Third Quarter Reports Teen Services Update Protested Materials Update Friends of the Library Update Social Worker Discussion
December 18, 2019 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Library Board Self Evaluation Communications Update MELSA Overview Branch Update/Tour
January 15, 2020 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Annual Meeting 2020 Workplan Racial Equity Report

Library Board

Sida Ly-Xiong, Chair
Sylvia Neblett, Vice Chair
Debra Berry, Secretary
Marisol Chiclana-Ayala
John Hakes
Craig Klausing
Gwen Willems

Library Director

Jill Boldenow

Administrative Office
4560 North Victoria St.
Shoreview, MN 55126
Phone: (651) 486-2200
www.rclreads.org

Minutes of the Ramsey County Library Board

September 18, 2019

LIBRARY BOARD PRESENT:

Deb Berry, Marisol Chiclana-Ayala, John Hakes, Craig Klausing, Sida Ly-Xiong, Sylvia Neblett, Gwen Willems

STAFF PRESENT:

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Senior Library Manager; Meg Robertson, New Brighton Library Manager

OTHERS PRESENT:

Mary Jo McGuire, Ramsey County Commissioner; Johanna Berg, Deputy Ramsey County Manager; Jolie Wood, Ramsey County Policy Analyst; Kristi Saksvig, Ramsey County Communications Manager; Cyndi Cook, Friends of the Ramsey County Libraries Executive Director; Les Sipkema, Shoreview resident

CALL TO ORDER:

Neblett called the meeting to order at 6:30 p.m. in Room 218 of the New Brighton Community Center, 400 – 10th Street N.W.

PUBLIC COMMENT:

Sipkema commented on printing at the library, tax form availability, Library Board online documents, and the upcoming driveway construction project at Roseville.

APPROVAL OF AGENDA:

Willems made a motion to approve the agenda for September 18, 2019, as presented. Berry seconded the motion, which was approved unanimously.

APPROVAL OF MINUTES:

Klausing made a motion to approve the minutes of August 21, 2019 as presented. Berry seconded the motion, which was approved unanimously.

DIRECTOR'S REPORT:

Important Dates – All libraries are closed October 21. The Friends Annual Author Talk and Luncheon with Sarah Stonich is November 9.

New Digitizing Equipment – With support from an LSTA (Library Services and Technology Act) grant awarded to Jenny Jackson, the Library recently acquired more digitizing equipment. This includes a flatbed scanner for 35mm slides, 35mm film strips, and 6x22cm film strips; an additional FastFoto duplex color scanner; an additional VHS to digital converter; a cassette digitizer; and an 8mm/Super 8 film digitizer. The photo and slide scanners are especially popular. One patron reported that he has digitized over 2,500 photographs so far, and other patrons have returned over multiple weeks to work through boxes of media.

Robust County Partnerships – To advance our goals, the Library collaborates with over 150 community partners each year, including several Ramsey County departments. Here are some highlights:

Charles Mosner, who coordinates jobs and small business programs, has expanded our work with **Ramsey County Workforce Solutions**. Together, we're offering a variety of opportunities this fall to assist jobseekers. A job fair was held at RCL-Roseville on September 13 with a range of professional, technical, and service opportunities. Beginning in October, career navigators will be available on a drop-in basis at RCL-Maplewood,

providing services such as career pathways exploration, resume and cover letter writing consultation, and employment resource connections. We'll also host workshops for older jobseekers transitioning into new lines of work.

Therese Sonnek, who coordinates sustainability-themed programs, partners with **Ramsey County Environmental Health** to offer the hugely popular Fix It Clinics. Therese also worked with them and the University of Minnesota Extension Master Gardener Program to offer new classes this year on vegetable and herb gardening, planting for pollinators, and pest detection.

Branch managers at RCL-Roseville, Shoreview, and White Bear Lake are all working with **Ramsey County Elections** to help make voting more accessible to residents. Eligible voters may vote at these libraries October 29-November 2 and on November 4.

As part of Judy Woodward's portfolio of history programs, she regularly cosponsors events with the **Ramsey County Historical Society**. Upcoming programs at RCL-Roseville include: *The Story of George Bonga*, on September 26, and *John Diers, 1,100 Streetcars: The Rise and Fall of the Twin City Rapid Transit Company*, on October 24.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Friends "POP-UP" Used Book Sale – The Friends of the Ramsey County Libraries is hosting a Used Book Sale at the Ramsey County Library in Shoreview, 4560 North Victoria Street. Thousands of books, DVDs, and CDs from all seven Ramsey County Library branches, as well as private donations, will be sold. Most items sell for \$1 or less. Friday and Saturday are ALL DAY BAG SALE DAYS...all the books you can fit into a bag for \$5.00!

NEW THIS YEAR...the first 100 people in line on September 25 for the sale will receive a Friends Book Tote!

MALF Workshop at White Bear Lake: Storming the Forts: Library Services on the Move – We will be co-hosting a Minnesota Association of Library Friends (MALF) workshop at White Bear Lake on October 4, 2019 from 11:30-3:30. The keynote speaker will be Nick Dimassis, director of the Beloit (WI) Public Library who will focus on ways that Friends organizations can assist their library along the journey to "service excellence." The event is free and open to all Friends members and library staff or board members who are interested. Contact Cyndi Cook at ccook@rclfriends for more information.

Registration Now Open for the 40th Annual Author Talk and Luncheon – Friends of the Ramsey County Libraries is hosting our 40th annual Author Talk and Luncheon at the North Oaks Golf Club on November 9, 2019. Proceeds will help expand the collection of large print, audio and electronic materials available at the seven Ramsey County Library locations in Maplewood, Mounds View, New Brighton, North St. Paul, Roseville, Shoreview and White Bear Lake.

The Author Talk features Sarah Stonich, award-winning author of internationally acclaimed books *Vacationland*, *These Granite Islands* and *The Ice Chorus*. Ms. Stonich won the 2019 Minnesota Book Award for Best Novel with her latest book, *Laurentian Divide*. Returning to the northern Minnesota town of Hatchet Inlet, *Laurentian Divide* picks up the story where *Vacationland* left off, providing a poignant portrayal of life on the edge in border country.

Friends members and their guests receive discounted registration but membership is not required to attend. Registration is \$28 for members and their guests, \$38 for non-members. Visit rclfriends.org/events/luncheon to register online or print a mail-in form. You can also pick up a paper form from any Ramsey County Library location or Friends Used Bookstore.

Upcoming Events

- Pop Up Book Sale, September 24-28, 2019 at Shoreview
- MALF workshop, October 4, 2019 at White Bear Lake
- Author Luncheon, November 9, 2019, at North Oaks Golf Club
- Friends Board of Directors, November 18, 2019 at Roseville
- SAVE the DATE—Friends 2020 Gala—*Hats off to the Library—Welcome to The Roaring 20's!* February 1, 2020 at Roseville

RESOLUTION REGARDING THE RETIREMENT OF ADELE MORRIS:

Librarian Adele Morris has announced her retirement, effective September 26, 2019. A resolution honoring Adele for her 34 years of service was shared at the meeting.

Berry made a motion to approve the Resolution Regarding the Retirement of Adele Morris, and to authorize the Library Board Chair to sign the document. Willems seconded the motion, which was approved unanimously.

WRITE OFF UNCOLLECTIBLE DEBT:

According to the Library's Accounts Receivable procedures, when an account is determined to be uncollectible, the account may be written off the Library's financial accounting records and no longer recognized as an account receivable for financial reporting purposes. The write-off of a receivable should be considered only when one or more of the following criteria have been met:

- At least six years have elapsed since the debt was incurred;
- All reasonable and appropriate collection efforts have been exhausted;
- The Library determines that further collection efforts are not in the best economic interests of the County;
- No reasonable expectation of payment can be expected.

The Library shall obtain approval from the County Attorney's Office to write-off uncollectible accounts of less than \$1,000.00. The Library shall document the reasons for the write-off and make such documentation available for review by the County Attorney's Office. Write-off of debts \$1,000.00 or more must be approved by the Library Board. The County Attorney will send an opinion of collectability along with the Library's letter of request to write off receivables to the Director of Finance. After recommendation by the Library's budget analyst and the approval of the Finance Director, the charges will be written off the Library's integrated library system (ILS).

Writing off a debt is an accounting transaction and does not cancel the legal obligation of the debtor to pay the debt. Collection of the account receivable may be pursued after the account has been written off if information comes to light that makes further collection efforts worthwhile.

Patrons owing \$25 or more are considered for the Revenue Recapture Program, a program that began in 1980 when legislation authorized the Minnesota Department of Revenue to intercept—or recapture—taxpayer refunds and apply them to debts the taxpayers owe to other state agencies, the University of Minnesota, and to certain local government units. The Library has recovered over \$1,000,000 in debt since it began utilizing Revenue Recapture in 1995.

The Library identified 5,696 patron accounts meeting the criteria for write-off, totaling \$108,878.48. No accounts exceed the \$1,000 threshold requiring Library Board approval and 54% are \$10 or less. The proposed write-offs will be forwarded to the County Attorney's Office and Finance Department as outlined in the Library's Accounts Receivable procedures.

Klausing questioned whether the write offs affect Library revenues received. Staff indicated that the write offs are included in revenue projections for each year.

Hakes made a motion to authorize the Library staff to forward the proposed write-off of uncollectible debt in the amount of \$108,878.48 to the County Attorney's Office and Finance Department as outlined in the Library's Accounts Receivable procedures. Berry seconded the motion, which was approved by unanimous vote.

FINES AND FEES POLICY:

Public policies are brought to the Library Board every year on a scheduled basis. The Fines and Fees Policy is under consideration this month. The revised policy states that as of 2020, the Library will not charge daily overdue fines for youth materials (except for youth Interlibrary Loans and youth rental items). The policy adds additional language to clarify that all lost or damaged items, including youth and adult materials, are subject to a replacement fee. The fines table incorporates the youth materials fines change, adds new item types, and reduces the DVD daily fines rate. The County Manager's recommended budget included additional levy revenue to offset the elimination of daily overdue fines on youth materials. The County Board will approve the 2020-2021 budget in December.

Boldenow reviewed the proposed changes to the policy, which support youth literacy and provide consistent loan periods across different types of materials. Saksvig outlined the communication plan for the proposed policy change. County and Library communication channels will be utilized, as will local school districts via the digital backpack notification system. Two major library events held each year in January, the kindergarten card party and the history day program, will also be used to communicate the policy change. The Library Board reviewed the changes, and discussed the \$10 service threshold.

Willems made a motion to approve the updated Fines and Fees Policy, contingent upon Ramsey County Board approval of the proposed Library budget for 2020-2021, with an effective policy date of January 1, 2020. Berry seconded the motion, which was approved by unanimous vote.

RAMSEY COUNTY NAMING RIGHTS POLICY:

Ramsey County Deputy County Manager Johanna Berg and Ramsey County Policy Analyst Jolie Wood were present to discuss the draft Ramsey County Naming Policy. Berg noted that Ramsey County restructured in 2015, forming four service teams supported by a strategic team.

The collapse of the Vadnais Sports Center in 2018 and the need to secure funding for a new facility raised the issues of County principles guiding naming in general and corporate naming rights in particular. Additionally, the names of buildings and parks elsewhere have come under scrutiny in light of their historical context and present impact on diverse communities. At a February workshop on corporate naming rights, the County Board requested a comprehensive review and update of the Naming Rights Policy, with a 21st century perspective that includes considerations of racial equity and ensures robust community engagement.

Berg and Wood are meeting with community advisory groups and boards including CIPAC, the Parks and Recreation Commission, and the Library Board, to gather input on the draft policy. The final policy will go to the County Board for approval by the end of 2019.

Boldenow requested that the Library be allowed to offer naming of areas or rooms within facilities as a fundraising mechanism. She noted that the current draft of the policy presented to the Library Board does not allow for naming rights, a practice the Library has used with great success for fundraising and community engagement and involvement. A list of approved naming rights for Library rooms and spaces was distributed. Berg noted that the new policy would not undo any current naming agreements in place.

Cyndi Cook, Executive Director of the Friends of the Ramsey County Libraries, indicated that the ability to offer naming rights has led to long-term relationships and follow-up donations from several groups. The funding raised provides amenities and flexibility in building projects that can't be achieved through County funding alone. Cook stated that it has been a successful tool for 10 years, and the Friends would like the opportunity to continue using it.

The Library Board discussed the draft policy, and whether donors would contribute at the same level without the incentive of naming rights. Neblett indicated that donors would support the Library without the option of naming rights, while others felt that naming rights are a major incentive for donors. Chiclana-Ayala expressed concern that the draft policy would take away the Library Board's authority to grant naming rights.

Wood noted that County staff are also in the process of developing a Community Engagement Policy, a Racial Equity Policy, and a Donor Policy, which will all tie into the Naming Rights Policy. Library Board members were encouraged to share their opinions on the draft policy with Berg and Wood via email by September 23, 2019. Ly-Xiong asked Berg and Wood to share the revised draft policy, incorporating feedback received from the Library Board, the Parks and Recreation Commission, and CIPAC.

NEW BRIGHTON BRANCH REPORT:

Trends in the Service Area –

- The New Brighton Elementary redevelopment project (plans released April 2019) will result in medium to high density housing in an area near Old Highway 8 and 5th street. This area is within walking distance of the library.
- 12.7% of New Brighton residents are foreign-born with 14.8% reporting home language other than English spoken, 6% of Arden Hills residents are foreign-born with 8% reporting home language other than English spoken.
- 10.8% of New Brighton residents have a disability, and 30.5% of New Brighton adults 65+ have a disability. 8.8% of Arden Hills residents have a disability.
- 32% of New Brighton households (owned and rental combined) are cost-burdened. 18.4% of Arden Hills households (owned and rental combined) are cost burdened.
- *Demographic information for New Brighton and Arden Hills is from mncompass.org. New Brighton residents dominate the service area, but Arden Hills residents form a sizeable patron base.*

Library Issues and Service Trends –

- RCL—New Brighton continues to serve many patrons from outside the geographical service area due to co-location with the community center.
- There are plans to add English language support programming at this location.
- Increasing outreach—this year we had a popup presence at Stockyard Days and Farmer's Market.
- Small library footprint and no private rooms impact library usability.

Robertson noted that New Brighton has been able to provide more programming with an additional librarian hired this year. New Brighton also has a new children's librarian, Anna Smithberger, replacing Tami Lee after her transfer to Maplewood.

LIBRARY DIRECTOR'S PERFORMANCE APPRAISAL AND SALARY REVIEW:

The Library Board went into Executive Session to discuss the 2019 performance appraisal and salary review for Library Director Jill Boldenow. Following the conclusion of the Executive Session, Neblett made a motion to award Boldenow a merit increase of 2% added to her base salary, plus a one-time 1.5% compensation supplement, effective September 12, 2019. Klausung seconded the motion, which was approved unanimously.

NEXT MEETING:

October 16, 2019—Ramsey County Library in Maplewood, 3025 Southlawn Drive, 6:30 p.m.

ADJOURNMENT:

Ly-Xiong adjourned the meeting at 8:45 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

draft

DIRECTOR'S REPORT

October 2019

September Staff Updates:

Hired:	Devin Warner, Librarian at MP
	Kayla Syrocki, Temporary Library Associate at RV
	Michelle Leedahl, Substitute Librarian
	Connie Stirling, Substitute Librarian
	Allyson Ososki, CTEP AmeriCorps Member at RV
	Amanda Mitchel, CTEP AmeriCorps Member at RV
	Kimberly Delveaux, CTEP AmeriCorps Member at MP
	Devon Matti, CTEP AmeriCorps Member at SV
Retired:	Adele Morris, Librarian at RV
Resigned:	Kimberly Hafner, Substitute Library Page

Important Dates – All libraries are closed October 21 for Staff In-service Day. The Friends Annual Author Talk and Luncheon with Sarah Stonich is November 9. All libraries are closed November 11 for Veterans Day. For the Thanksgiving holiday, all libraries and offices are closed November 28; Administration and Technical Services are closed November 29.

Voting at Libraries – Ramsey County Library is again offering voting at several locations this election season. RCL will host early voting from October 29 through November 4 at libraries in Shoreview, White Bear Lake, and Roseville. RCL-White Bear Lake, RCL-Maplewood, and RCL-Roseville are also serving as Election Day polling places on November 5. For more details about voting options, locations, and hours in Ramsey County, visit the Ramsey County website:
<https://www.ramseycounty.us/residents/elections-voting/voters/vote-election-day>.

BiblioCommons – A team of Library staff has begun work with BiblioCommons to develop a new public website and discovery layer. The platform is responsive (easily used on mobile devices) and will integrate the Library's catalog, patron accounts, programs, readers advisory content, and user recommendations. We will utilize BiblioCore (catalog), BiblioWeb (website management system) and BiblioEvents (event management system). We plan to be fully launched in early 2020.

New Art – Artist Aloun Phoulvan has graced the walls of the RCL-Mounds View children's area with a colorful new mural. Artist Lori Greene, Roseville Area Middle School students, and Arts Roseville produced a new mosaic unity pole that was recently installed in the RCL-Roseville children's garden.



Administrative Office
 4560 North Victoria St.
 Shoreview, MN 55126
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Friends Update—October 2019

Friends Strategic Planning

The Friends extend our deep appreciation to Sida Ly-Xiong and Marisol Chiclana-Ayala (Library Board) and Jill Boldenow, Chuck Wettergren, Lynn Wyman, Marcus Lowry, Mary Larson, Kristi Saksvig, and Jeff Eide (RCL Admin Team)—for joining the Friends Strategic Planning Committee on October 2nd in a visioning session to help set the Friends strategic priorities for 2020-2022. Kim Vanderwall led the group in a very productive discussion!



Great Turnout at the Friends “POP-UP” Used Book Sale

The Friends of the Ramsey County Libraries hosted a Used Book Sale at the Ramsey County Library in Shoreview raising over \$5,000 to support Ramsey County Library and bringing 16 new members on board.

Many thanks to the amazing book sale volunteers!

Upcoming Events

- Author Luncheon, November 9, 2019, at North Oaks Golf Club
- Friends Board of Directors, November 18, 2019 at Roseville
- Hats Off to the Library Gala “Welcome to the Roaring 20s” February 1, 2020 at Roseville

Request for Library Board Action

Meeting Date
October 16, 2019

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

2020 Holiday Calendar

BACKGROUND:

Each year, the Library staff prepares a holiday calendar for the upcoming year for Library Board approval. The calendar includes all the dates designated as paid holidays by Ramsey County, as well as other dates when the libraries are closed.

Since 1993, the Library's calendar has included Staff Inservice Days. These days allow time for staff training as well as facilities-related projects such as painting or shifting the collection.

The libraries may also close as needed for facility- or technology-related improvements. These closed days will be selected based on their branch needs, and publicized in advance in the Library's newsletter and on the website.

BOARD ACTION REQUESTED:

To approve the 2020 Holiday Calendar as proposed.

2020 HOLIDAY CALENDAR	
Holiday	Status
New Year's	Open Tuesday, December 31 until 5 p.m. Closed Wednesday, January 1
Martin Luther King Jr. Day	Closed Monday, January 20
Presidents' Day	Closed Monday, February 17
Staff Inservice Day	Closed Thursday, April 2*
Easter	Closed Sunday, April 12*
Memorial Day	Closed Monday, May 25
Independence Day	Closed Saturday, July 4
Labor Day	Closed Monday, September 7
Staff Inservice Day	Closed Monday, October 19*
Veterans' Day	Closed Wednesday, November 11
Thanksgiving	Closed Thursday, November 26 Open Friday, November 27 Administration & Technical Services Closed**
Christmas	Closed Thursday, December 24* Closed Friday, December 25
New Year's	Open Thursday, December 31 until 5 p.m. Closed Friday, January 1, 2021

* Not a paid holiday under Ramsey County Personnel Rules.

** Non-public service staff follow Court House schedule.

Request for Library Board Action

Meeting Date
October 16, 2019

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Resolution Regarding National Friends of Libraries Week

BACKGROUND:

United for Libraries is promoting the 14th annual National Friends of Libraries Week October 20-26, 2019. This annual celebration is an opportunity to recognize and thank the Friends of the Ramsey County Libraries for their impact and promote membership in this great community building organization.

United for Libraries: Association of Library Trustees, Advocates, Friends and Foundations, is a division of the American Library Association.

Attached is a draft resolution celebrating Friends of Libraries week and thanking the Friends of the Ramsey County Libraries for creating a community of library users and supporters.

BOARD ACTION REQUESTED:

To approve the Resolution Regarding National Friends of Libraries Week, and to authorize the Library Board Chair to sign the document.

Resolution Regarding National Friends of Libraries Week

WHEREAS, The Friends of the Ramsey County Libraries raise money that enables Ramsey County Library to move from great to even better—providing resources that support programming, collections, new technology, early literacy installations, children’s summer reading programs, and special events throughout the year; and

WHEREAS, The work of the Friends highlights the fact that Ramsey County Library is a cornerstone of the community providing opportunities to all for lifelong learning and connecting with information and ideas from the past to the present; and

WHEREAS, The Friends understand the critical importance of well-funded libraries and advocate to ensure that Ramsey County Library gets the resources it needs to provide a wide variety of services to all ages; and

WHEREAS, The Friends’ gift of their time and commitment to the Library sets an example for all in how volunteerism leads to positive civic engagement and the betterment of our community; and

WHEREAS, The Friends of the Ramsey County Libraries has enhanced Library facilities, services, our community, and public support for libraries since they formed in 1979;

**Now, Therefore
Be It Resolved,**

That the Ramsey County Library Board of Trustees proclaims October 20-26, 2019 as Friends of Libraries week. The Board extends its appreciation to the Friends of the Ramsey County Libraries for all they do to enhance and build support for Ramsey County Library.

Library Board Chair
 Adopted October 16, 2019

Request for Library Board Action

Meeting Date
October 16, 2019

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Resolution Regarding Macmillan Publishers' E-Book Policy

BACKGROUND:

Macmillan Publishers has announced a new policy that will limit e-book lending by libraries. Beginning on November 1, 2019, a library system may purchase only one copy of each new Macmillan e-book title for the first eight weeks after a book's release. Library patrons who cannot or do not want to buy the newest e-books will be forced to wait, and waiting lists for some titles will extend to well over a year.

This policy will not only hurt readers and libraries, but also authors and booksellers. By limiting library patron access to new releases, the policy disrupts an ecosystem which exposes library patrons to titles and authors and contributes to retail sales.

The American Library Association (ALA) has launched a petition at eBooksForAll.org. ALA encourages Library Board and community members to sign and join thousands who are asking Macmillan to reverse their policy.

Attached is a draft resolution stating objections to the new Macmillan e-book policy and a request that it be reversed.

BOARD ACTION REQUESTED:

To approve the Resolution Regarding Macmillan Publishers' E-Book Policy, and to authorize the Library Board Chair to sign the document.

Resolution Regarding Macmillan Publishers' E-Book Policy

WHEREAS, One of the tenets of libraries is to offer free access to information for all, but a proposed policy by Macmillan Publishers will prevent libraries from fulfilling this promise; and

WHEREAS, Macmillan Publishers announced its intent to limit every library system to purchasing just one copy of each new e-book title for the first eight weeks after release, a policy to go into effect November 1, 2019; and

WHEREAS, Libraries have seen the demand for e-books grow dramatically; and

WHEREAS, Many library patrons love e-books, and some depend on them, including those with disabilities, those who cannot afford to buy e-books, and those who cannot access physical library collections; and

WHEREAS, Publishers charge significantly higher prices for e-books than print books, but libraries purchase these high-demand materials to meet readers' needs; and

WHEREAS, Libraries raise the profile of e-book titles and authors—thus contributing to retail sales—by exposing patrons to collections, readers advisory content, and author events; and

WHEREAS, Macmillan's new policy hurts library patrons, who will encounter extremely long waiting lists due to the eight-week embargo; and

WHEREAS, This policy will prevent the library from ensuring access to information for all; and

WHEREAS, This policy also hurts authors and booksellers by disrupting the benefits of e-book exposure and reader cultivation that libraries provide; and

WHEREAS, The American Library Association (ALA) objects to Macmillan Publishers' policy and has launched a petition at eBooksForAll.org, which has been signed by thousands, asking Macmillan to reverse their policy; and

WHEREAS, By signing the ALA petition and authoring this resolution, the Ramsey County Library Board of Trustees states its opposition to Macmillan's policy and asserts that equitable access to e-books is essential;

**Now, Therefore
Be It Resolved,**

That the Ramsey County Library Board of Trustees asks Macmillan Publishers to eliminate their proposed eight-week embargo and support equitable access to new e-book releases.

Library Board Chair
Adopted October 16, 2019

Request for Library Board Action

Request for Library Board Action

Meeting Date
October 16, 2019

Action Requested
Approval

Presented By
Lynn Wyman,
Deputy Director

SUBJECT:

Exhibits and Displays Policy

BACKGROUND:

Public policies are brought to the Library Board on a scheduled basis. The Displays Policy is under consideration this month.

Library staff is recommending that the policy be expanded to include both exhibits and library displays. The County Attorney's office reviewed and approved the updated policy.

BOARD ACTION REQUESTED:

To approve the updated Exhibits and Displays Policy.

Exhibits and Displays

Approved by: Library Board

Approved Date: Wednesday, April 16, 2008

Reviewed Date: Wednesday, April 17, 2013

Review Schedule: Every 5 years

Next Review Date: 2018

As part of its mission to connect community, inspire curiosity, and cultivate learning, The Ramsey County Library curates and co-sponsors is interested in providing attractive educational and cultural exhibits and displays for the public. The Library provides exhibits and displays that reflect community interests, values, and trends and that appeal to the diverse interests and concerns of the community.

The Library may plan and develop exhibits and displays with Ramsey County departments and other local partners. Partners may include school districts, local non-profit art galleries, and other non-profit agencies.

The Library will allow exhibits or displays that:

- Exhibits should Do not distract from or disrupt experiences or opportunities library operations;
- Exhibits sponsored by the Library will take precedence over other types of exhibits.
- The exhibit should be Are of general interest, suitable for all ages, and consistent with the Library's mission, as determined by the Library.;
- The Library reserves the right to refuse any exhibits, including but not limited to those that And do not primarily promote commercial interests, as determined by the Library.
- The Library reserves the right to refuse, discontinue, and/or remove the exhibit or any individual pieces of the exhibit at any time without notice.
- Customers may protest the presence of any work of art or exhibit within the Library's buildings or grounds. Protests will be reviewed by a committee of librarians. The committee will make a recommendation to the Library Director. The customer may appeal the Director's decision to the Library Board, which will make the final decision.

Patrons may protest the presence of any exhibit or display or element of an exhibit or display. The Protested Materials Committee will review protests and will make a recommendation to the Library Director. The Director's decision may be appealed to the Library Board, which will make the final decision regarding the exhibit or display.

Request for Library Board Action

Meeting Date
October 16, 2019

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Sale of Surplus Equipment and Furnishings

BACKGROUND:

The last tenant of the café space in Ramsey County Library-Maplewood ceased operating in October, 2017. This was the third consecutive business that terminated their lease early due to insufficient revenue. Despite this track record, the Library and Property Management solicited interest in the space again, but we did not find a viable café tenant. Since we have exhausted this possibility, the Library will focus on using this valuable space to deliver programs and services.

As a first step, the Library plans to sell the kitchen equipment and furnishings so that we can clean and utilize the full space more effectively. Much of the square footage is taken up by commercial refrigerators, stoves, sinks, exhaust hood, display cases, and more. The Library will follow Ramsey County's Surplus Disposal policy, which states that capital assets such as these may be listed for sale on MinnBid.

The Library will explore various uses of this space over the next several months. We will refine the function and needs of this space and integrate this into the RCL-Maplewood renovation project.

BOARD ACTION REQUESTED:

To approve selling surplus café equipment and furnishings in accordance with the Ramsey County Surplus Disposal policy.

Request for Library Board Action

Meeting Date
October 16, 2019

Action Requested
Discussion

Presented By
Jeff Eide,
Senior Library Manager

SUBJECT:

Benchmarking Ramsey County Library to Other Comparable Libraries

BACKGROUND:

Jeff Eide, Senior Library Manager at the Ramsey County Library in Roseville, compiles a report each year showing comparisons between RCL, the MELSA libraries, and other library systems of similar populations served and total income.

BOARD ACTION REQUESTED:

For information and discussion. Jeff Eide will be present at the meeting to answer questions.

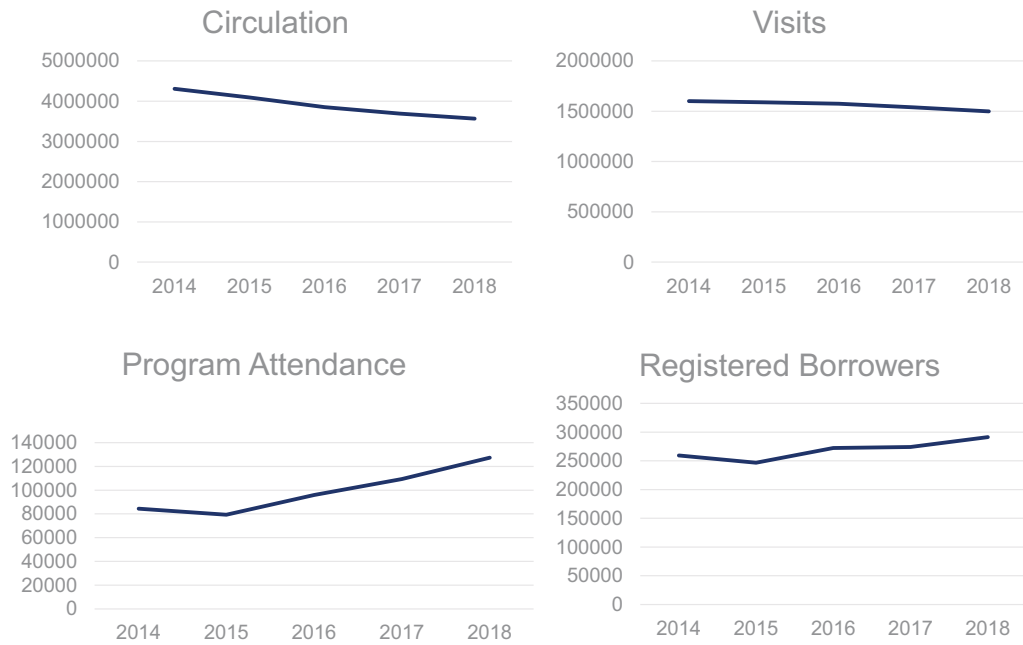
Ramsey County Library Benchmarking

The Basics



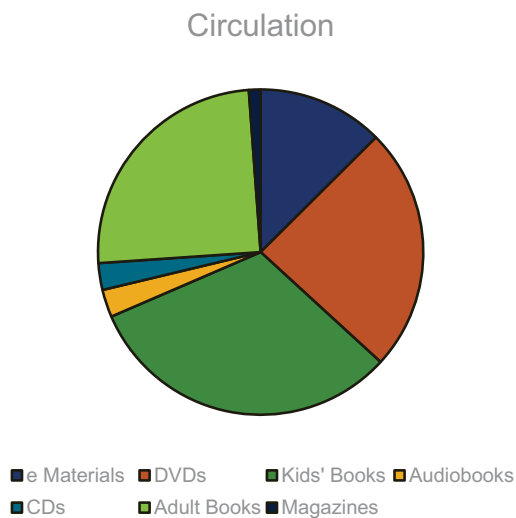
• Circulation	3,568,052
• Visits	1,499,272
• Program Attendance	127,260
• Cardholders	291,364

5 year trends



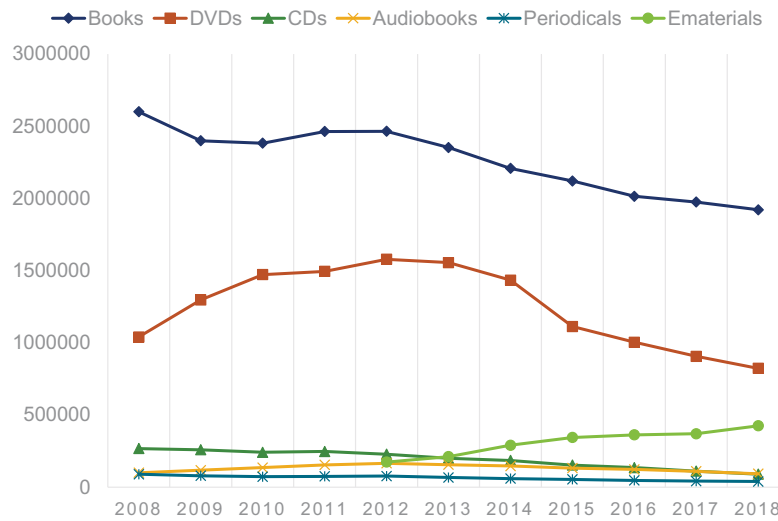
3

Trends in Benchmarking



4

Circulation by Item Type



5

Peer Libraries

- Boise Public, ID
- Capital Area District Libraries, MI
- Kitchener Public Library, ON
- Lake County Public Library, IN

6

Revenue per Capita

St Paul	\$70.04
Hennepin	\$66.50
Ramsey	\$51.47
Peer Libraries	\$49.98
Carver	\$46.28
MELSA Average	\$44.14
Washington	\$34.42
Dakota	\$31.82
Scott	\$27.06
Anoka	\$25.56



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Collection Expenditures per Capita



Hennepin	\$7.40
Peer Libraries	\$6.35
Dakota	\$5.05
Carver	\$4.76
Ramsey	\$4.75
St Paul	\$4.62
MELSA Average	\$4.51
Anoka	\$3.26
Scott	\$3.17
Washington	\$3.06

8

Circulation per Capita

Hennepin	16.3
Ramsey	16.0
Peer Libraries	12.5
Dakota	11.2
MELSA Average	10.8
St Paul	9.9
Carver	9.6
Washington	9.1
Anoka	7.7
Scott	6.4



9

Visits per Capita



St Paul	7.15
Ramsey	6.21
Peer Libraries	5.31
Carver	4.67
Hennepin	4.43
MELSA Average	4.39
Dakota	3.61
Washington	3.58
Scott	3.27
Anoka	2.24

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Collection Turnover

Anoka	7.00
Dakota	6.67
Ramsey	6.30
Hennepin	5.60
MELSA Average	5.01
Peer Libraries	4.76
Scott	4.01
Washington	4.00
Carver	3.83
St Paul	2.64



11

Program Attendance per Capita



Ramsey	0.51
St Paul	0.36
Peer Libraries	0.36
MELSA Average	0.24
Scott	0.23
Washington	0.20
Hennepin	0.18
Dakota	0.16
Anoka	0.15
Carver	0.13

12

Circulation per Staff FTE

Ramsey	38,554
Dakota	36,475
Hennepin	32,804
Anoka	30,253
MELSA Average	28,645
Washington	27,870
Scott	24,875
Peer Libraries	22,752
Carver	22,341
St Paul	15,984



13

Circulation per square ft

Ramsey	24.21
Washington	23.94
Anoka	21.10
Dakota	20.85
Hennepin	18.67
Peer Libraries	17.86
MELSA Average	17.46
Carver	13.31
St Paul	10.07
Scott	7.51

Visits per square ft

Washington	9.48
Ramsey	9.38
Peer Libraries	7.56
St Paul	7.25
MELSA Average	6.80
Dakota	6.72
Carver	6.50
Anoka	6.12
Hennepin	5.08
Scott	3.86

14



library visits per capita

circulation per capita

circulation of electronic materials per capita

program attendance per capita

public Internet computer use per capita

15

Questions?

16

Branch Library Report

Maplewood



October 2019
Report to the Library Board

TRENDS IN THE SERVICE AREA

- Independent School District 622 statistics reveal the following about the student body:
 - 13% of the student body speaks a language other than English at home.
 - Over 50 non-English languages are spoken across the district. Hmong, Spanish and Somali are the top 3 non-English languages spoken in the district.
 - 37% of the students in the district receive free/reduced price lunch services.
 - Webster Elementary has the highest rate of students receiving free/reduced lunch services in suburban Ramsey County at 82% of the student body qualifying for this service.
 - 34% of the population identify as white, 23% as Asian, 19% as black, 15% as Hispanic, 8% as multiracial, and 1% as American Indian.
 - 16% of the student body receives special education services.
 - In 2018 84.5% of the high school population graduated with a high school degree.
- 2019 estimated demographics in Maplewood show the population as 67% white, Asian (15%), Black (9%), Hispanic (5%) and biracial (4%).
- 2019 data reflects the population of Maplewood at 41,004, a 18% increase from 2000 data. Median income is also on the rise – from \$51,596 in 2000 to \$63,941 (est.) in 2019.
- Estimated demographics reflect a 8.7% poverty rate in Maplewood.
- 2,290 veterans reside in Maplewood, the majority veterans from the Vietnam War (779).
- Maplewood is currently involved in the METRO Gold Line Rapid Bus Project. The Gold Line will connect riders with the Green Line (light rail) at stations including one in Maplewood near 3M.
- The City of Maplewood is in the middle of a pre-design and evaluation project called the North End Vision Plan. This plan involves examining, re-designing, and renovating the area surrounding the Maplewood Library and adds both new businesses and new residences in a pedestrian-friendly, park focused environment.

LIBRARY ISSUES AND SERVICE TRENDS

- Circulation was down 11% from 2017 to 2018
- Visits to the library were down 5.5% from 2017 to 2018
- Meeting room use was up 12% from 2017 to 2018
- Branch program attendance was down 10% from 2017 to 2018, most likely due to the fact that Maplewood had no children's librarian in the summer of 2018 (maternity leave).
- Community Resource Advocates continues to provide quality services to those in need. Our program has seen several success stories and one was included in the book *Whole Person Librarianship : a social work approach to patron services* by local librarian Sara Zettervall and Mary Nienow.
- With the rise of unsheltered patrons using our library facility, we are working on finding best avenues to connect these patrons to needed services. Additionally, we are exploring training for staff on best practices for assisting this demographic.
- Staff are anticipating changes coming in the next few years at Maplewood with the proposed renovation and are excited for a new and refreshed look to the library building.

- Services to youth are anticipated to see an increase next year with the hire of a third youth services librarian, Tasha Nins, who will focus her programming on the school-aged population (ages 7-11).
- Concern with low SRP numbers in the area for a second year in a row will result in an examination of how best to serve this population of children, teens and families over the summer months.

LIBRARY SERVICES AND EVENTS

Number of weekly storytimes, book clubs or other on-going programs

- 2 weekly (one Family, one Baby), 1 biweekly (one STEM)
- 1 monthly book club
- Weekly Conversation Circles for English Language Learners program (new Sep 2019)
- Community Resource Advocates program weekly
- MnSure Career Navigators at the library 1x week
- Teen Makerspace program every week
- Open teen gaming every M-Th with expanded gaming every Thursday
- Elements of Art weekly program for teens presented by Urban 4H
- Paws to Read weekly with Kerri Kleyman, Metro State professor and member of the Friends of the Ramsey County Library Board (and her dog Georgia!)
- Semi regular small business owner classes presented by St. Paul SCORE
- Successful summer music program (on library deck) in July and August
- AARP Tax Help 3x week during tax season (Feb, Mar, Apr)
- One-to-One Computer/Tech help every week
- Ramsey County Fix-It Clinic 2x/year

What is special and important about the library

- Deck and outdoor space provide patrons a place to read, visit and study outside in nice weather
- Robust teen programming and healthy visits from families and children living within walking distance of the library
- Community Resource Advocates program has made library a destination place of refuge during the day for our patrons struggling with housing issues
- Free fax services draw many new patrons into our space

Work Plan Project(s)

- Building slated for a renovation within the next 1-2 years
- In the process of evaluating Smart Play Spot pieces – may give up a few pieces to make room for new STEM-related interactives for young children
- Several pieces of furniture from the closed café have been moved into public space to allow more desktop studying spots for patrons
- Window film applied to large study room windows to address data privacy issues

Key Partnerships

- People Incorporated (Community Resource Advocates program)
- Youthprise (summer meals program/school year snack program)
- St. Paul SCORE (small business classes)
- ISD622 (Preschool-Preview Storytime program)
- Ramsey County Workforce Solutions (career navigator program)

MAPLEWOOD AT A GLANCE

YEAR BUILT	2007
SQUARE FEET	31,000
DAYS OPEN	M, Tu, W, Th : 10-9 F, Sa : 10-5 Sun : 12-5
HOURS/WEEK	63

NUMBER OF PUBLIC COMPUTERS	58
COLLECTION SIZE	193,664 (Dec 2018)

STAFF FTE	15
TOTAL STAFF	25
VOLUNTEER HOURS	2,253 (2018)

	2015	2016	2017	2018
TOTAL CIRCULATION	758,373	660,932	587,860	522,506

CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	297,408 39%	257,805 39%	222,811 38%	196,418 37%
REFERENCE	52,845	50,349	53,339	45,604
COMPUTER HOURS USED	72,870	64,553	61,123	52,027
WIRELESS USERS	90,738	99,324	111,717	108,336
ANNUAL VISITS	358,961	334,487	312,742	295,166
CHILDREN'S PROGRAM ATTENDANCE	13,385	16,891	16,743	12,866
ADULT PROGRAM ATTENDANCE	2,726	1,345	1,441	3,418

MAPLEWOOD PROGRAM PHOTOS - 2019



Summer Music Series
on the Library Deck

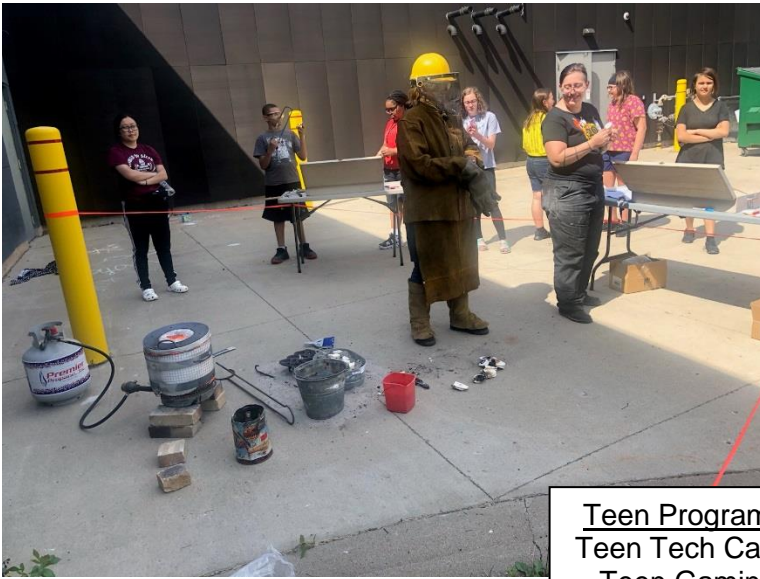


Ramsey County
Fix-It Clinic

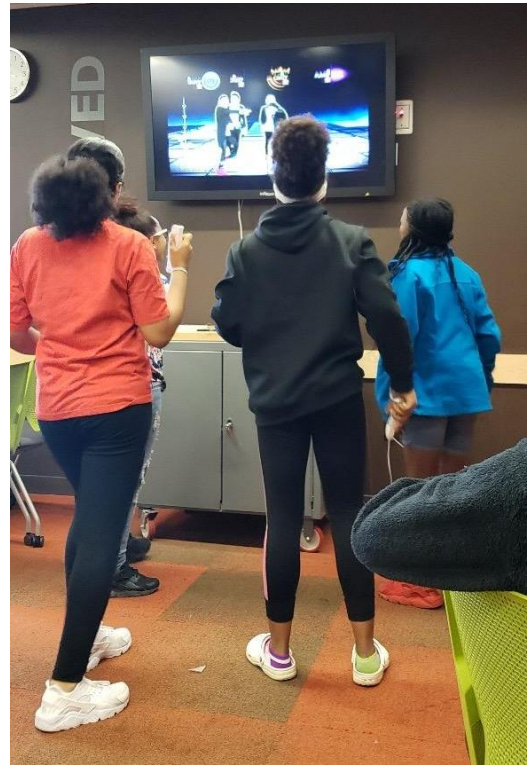


Monarchs in the
Library Summer
Program





Teen Programs:
Teen Tech Camp
Teen Gaming
Elements of Art



Preschool
Preview Special
Storytime Event



Ramsey County Library in the news:

9/4: mnwritesmreads.org	Finalists announced for the Minnesota Author Project 2019 http://www.mnwritesmreads.org/news-events/
9/10: Lillienews.com	'Avoiding Climate Chaos' at White Bear Library http://www.lillienews.com/articles/2019/09/10/%E2%80%98avoiding-climate-chaos%E2%80%99-white-bear-library
9/14: Lillienews.com	Sharon A Roe reads from her new fantasy book at Mound's View Library https://www.lillienews.com/community-calendar/sharon-roe-reads-her-new-fantasy-book-mounds-view-li
9/16: Lillienews.com	Bulletin Board: Roseville-Little Canada Review/Bulletin Area https://www.lillienews.com/articles/2019/09/16/bulletin-board-roseville-little-canada-reviewbulletin-area-%E2%80%A2-september-17-2019
9/25: belleplaineherald.com	Scott County Library Celebrates 50 Years: Belle Plaine Public Library, the Oldest in the County, Started in 1911 http://www.belleplaineherald.com/news/scott-county-library-celebrates-years/article_804258a4-df7a-11e9-a7d2-bb063f11a75b.html
10/1: patch.com	Ramsey County Library Awaits Pending Budget Approval To Eliminate Fines On Youth Materials https://patch.com/minnesota/saintpaul/ramsey-county-library-awaits-pending-budget-approval-eliminate-fines-youth
10/3: twincities.com	Lillie Suburban Newspapers appears to be closing, lost \$921,000 last year https://www.twincities.com/2019/10/02/lillie-suburban-newspapers-appears-be-shutting-down-chain-of-twin-cities-newspapers/?utm_medium=social&utm_content=tw-PioneerPress&utm_campaign=socialflow&utm_source=twitter.com

Facebook:



Ramsey County Library
Published by Pa Na Lor [?] · September 12 at 10:00 AM · 🌐

Overheard at the library:
"Don't you just think the library is like a treasure chest? You get to get this and you get to get that!" as she thrust her arms in the air one at a time.
👂👂


1,657
People Reached

171
Engagements

Boost Post

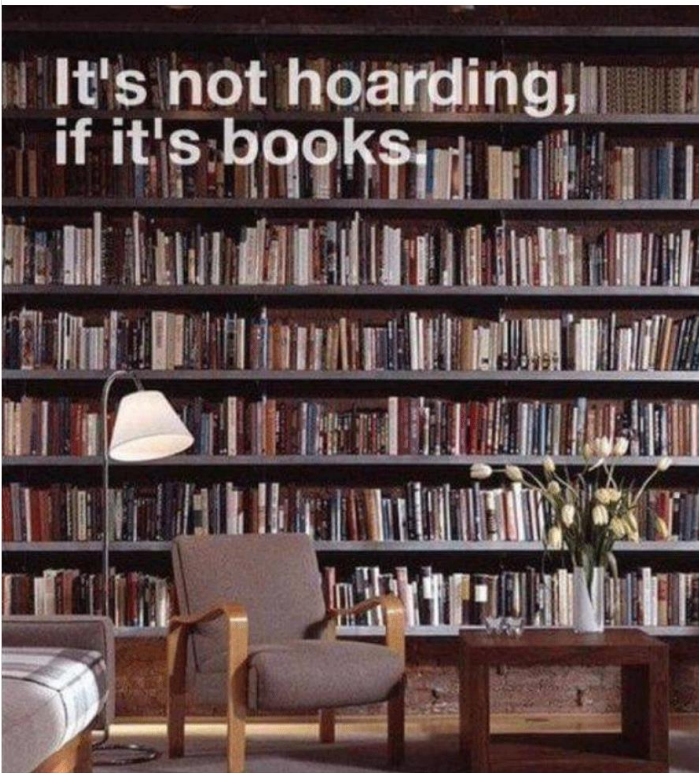
👍❤️😄 Michelle Flipp Bruhn, Sang Vo and 94 others

3 Shares



Ramsey County Library
Published by Pa Na Lor [?] · September 21 at 10:00 AM · 🌐

It's not hoarding, if it's books! 📖
Image via Pinterest.



1,845
People Reached


166
Engagements

David Briggs
Lacey Severson
Post

👍❤️😄 Daniel Vierow, Curtis Johnson and 75 others


2 Comments 10 Shares

Most Relevant ▾




David Briggs If it's books, it's tsundoku. 👍 1

Like · Reply · Message · 1w




Lacey Severson Angie Ann, truth!! 👍 1

Like · Reply · Message · 1w



Family Fun Twin Cities is at Ramsey County Library.
September 21 at 1:00 PM · Roseville · 🌐

It is still Get A Library Card Month! Did you know anyone in the 7-County Metro can get a Ramsey County Library card? Why do you want to? Because, besides the obvious books and media that you can check out at any library, you can also check out a STEM Kit and do cool experiments at home. These kits are like those expensive monthly crates, except free to borrow. Check out all 9 kits!
<https://www.familyfuntwincities.com/.../ramsey-county-library/>



👍❤️ Ramsey County Library, Meghan Swanson Dangerfield, Chelsey Grill and 10 others

1 Comment



CTV North Suburbs shared an event.
September 23 at 11:00 AM · 🌐

We are working with Ramsey County Library and the League of Women Voters of Roseville Area to cover this event. If you are unable to attend, watch for the recording on our website & Facebook page!



TODAY AT 7 PM

Women in Politics: Getting Involved
Ramsey County Library - Roseville · Roseville
👤 6 Going · 15 Interested


👍❤️ Ramsey County Library, Sally Peters, Chloe Aldridge and 2 others

👍 Like


💬 Comment

🔗 Share

⋮


Ramsey County Library
 Published by Pa Na Lor [?] · September 24 at 7:41 AM · 🌐

So excited! The book sale begins tomorrow. 😊 Event details: <http://rclfriends.org/buy-books/booksales/>





Friends of the Ramsey County Libraries
 September 23 at 4:46 PM · 🌐

Boxes and boxes of books! 📦 Tireless volunteers are unpacking and setting up for our huge sale running Wednesday to Saturday at RCL - Shoreview. Sale hours & info: www.rclfriends.org/buy-books/booksales

1,059
People Reached

127
Engagements

Boost Unavailable


 Krispen Lam, Jessi Gillespie and 12 others
 1 Share


Friends of the Ramsey County Libraries
 October 3 at 1:18 PM · 🌐

The results are in! Thank you to all the shoppers, sale volunteers, and book donors who helped us raise \$5,071 for Ramsey County Library at last week's Used Book Sale. 🙌




 Ramsey County Library, Bonnie Bassett, Sally Peters and 18 others
 1 Share

 Like
  Comment
  Share
 

Twitter:


Roseville, MN @RosevilleMN · Sep 12

Another reason to @VisitRoseville. @RamseyCounty hosting job fair, this Friday 1-4 @rclreads @MN2020Census



Job Fair
ramseycounty.us


 3
  6
 


St. Paul City GOP @STPCityGOP · Sep 15

@rclreads has Election and voter info available. rclreads.libcal.com/calendar/main/...

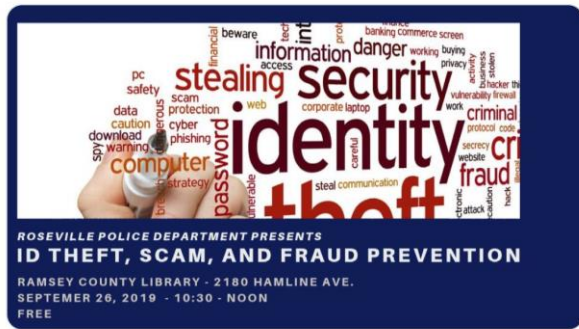







Roseville, MN Police @RosevilleMN_PD · Sep 16

Want to learn more about Identity Theft, Fraud, and Scams? Join us on Sept. 26 from 10:30 - Noon @rclreads. We'll talk about the MANY ways how crooks are trying to get your hard-earned \$\$\$ and the steps you can take to prevent becoming a victim of #IdentityTheft.



1 5 3



RamseyCountyLibrary @rclreads · Sep 18

What is the title of an e-book you are currently reading?

#RCLreads #ReadAnEbookDay



1 3



Kathleen Odean @kathleenodean

Replying to @rclreads

Renee Watson's Watch Us Rise borrowed from my public library.

1:08 PM · Sep 18, 2019 · Twitter Web App

1 Like



Amy Boese @libraria · Sep 19

Fabulous presentation, @opinionsbyanna @motherlakegirl #annwalhstrom !#MnLib19



1 6



Renee Grassi @MissReneeDomain

Replying to @libraria @opinionsbyanna and @motherlakegirl

Yay team @rclreads 🙌🙌🙌🙌🙌

9:17 PM · Sep 19, 2019 · Twitter for iPhone

2 Likes



Large Marge @moej4prez

I'm starting R. J. Palacio's book #Wonder today. This #livetweetliterature is brought to you by my church book club and @rclreads. It's one of those books that blew up and is now a movie. I haven't ruined it for myself yet, so I'm excited to jump in.

9:24 PM · Sep 22, 2019 · Twitter for iPhone

2 Likes



Large Marge @moej4prez · Sep 27
Replying to @moej4prez

I just finished this book despite being very sleepy every time I sat down to read. It was a quick one, most of the chapters are only a few pages. And the character development draws you in. Being as it deals with craniofacial abnormalities it was at risk of being heavy-handed.

1



Large Marge @moej4prez · Sep 27

But I don't think that it overdid it. The final moments are written like a movie scene, but otherwise it felt believable and not pandering. The main message was hammered in quite aggressively at the end, but it is a Young Adult or youth novel.

1



Large Marge @moej4prez · Sep 27

For being a kid's book, and having very little action, it was surprisingly well written and fun to read. I would read it again. I wouldn't buy it, but that is an honor reserved for only my most intimate book-friends. So that isn't saying much.

1



Maeve Olson @maeveolson · Sep 23

#Reading #thesunalsoastar in preparation for @rclreads #clubbook #event on Thursday, October 17th! #ilovelibraries



Coz Lindsay
@CozLindsay

We're exploring open, civic data and how we use it to improve our communities at @rclreads Roseville.
@KristineGrill is describing our @RamseyCounty emergency communications center data. #Data101



6:50 PM · Sep 24, 2019 from Ramsey County Library · Twitter for iPhone

13 Likes



Martha Faust @MarthaEFaust · Sep 24

Replying to @CozLindsay @rclreads and 2 others
Y'all are the best! #opendata



Mounds View Police Department @MoundsView_PD · Sep 30

Come out and join us for #nationalcoffeewithacopday

#coffee #drinkup #chat

@CityMoundsView @rclreads @AllinaEMS @McDonalds



Ramsey County D2 @RamseyCountyD2 · Oct 1

Have you checked out our fantastic @rclreads recently?



What's Your Name, Bot? @whatyournamebot · Oct 1

Ramsey County Library.

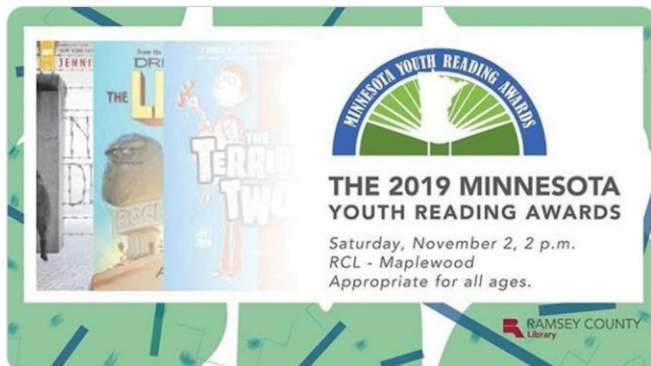
My name is Ramsey County Library.

en.wikipedia.org/wiki/Ramsey_Co...



MYRA @MNYouthRead · Sep 27

Mark your calendars for this amazing event! @rclreads
@redballoonbookshop @nielsenwriter, we can't wait! #2019MYRAS
ift.tt/2UJ27NH



Mezi @ekelap81 · Oct 2

If you have a moment, you may choose to simply see and learn something about the @rclreads you may see faces of people. Real people not a picture. They may be busy with children or reading. They are people in the library. This 🍂 may be for winter season.



1 ❤️

Jill Boldenow @JillBoldenow · Oct 3

Replying to @RCLFriends

Thanks to you all for your generosity and kudos to @RCLFriends for galvanizing support for @rclreads! So grateful these books found loving homes!

2 ❤️

Bramjanette Stoker's Dracula @_anjanette · 5h

I'm pumped to check out video games from my library. @rclreads has quite a few! Also I want to ILL a video game, just because. Thanks, libraries!

3 ❤️


Google Reviews:

Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

4.5 ★★★★★ 97 reviews

Sort by: Newest

- Thanu Kana**
Local Guide · 64 reviews · 102 photos
★★★★★ 3 days ago
This is a beautiful library. It seems others know that as well so there are a lot of people here. But they all are quite.
- 
- Like
- Cheryl Holcomb**
154 reviews
★★★★★ a week ago
Ramsey County Library is a good choice to visit for all types of books as well as a quiet place to study and do computer research for your projects.
- Like
- Tom Dixon**
3 reviews
★★★★★ a week ago
3 1/2 stars, actually.
It's a very spacious and clean environment with a high variety of items. I request video games and books there sometimes. However, it is the loudest library I've ever been in, due to a ton of kids being there at the same time as me. I go in twice a week to use the computer to look for a job, and I can hardly concentrate. The staff needs to keep the kids and chaperones under control.
- EM Winters**
Local Guide · 12 reviews · 6 photos
★★★★★ a week ago
Who designed this place? Large open space where voices carry. The staff does nothing to quiet screaming children. I've come here for the last two weeks because it's in a convenient location and the coffee shop is a nice addition, but it is so noisy that I am struggling to concentrate on my studies. Maybe it's a sign of the times -- doesn't anyone know how to whisper anymore?

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

4.6 ★★★★★ 50 reviews

Sort by: Newest

- Abby Sterken**
Local Guide · 14 reviews · 5 photos
★★★★★ 3 weeks ago
Beautiful and modern library. Huge selection of books with almost anything you could think of. They have a huge kids section including toys and puppet theaters, giant games like connect four, and lots of books on little shelves kids can reach. They also have great private meeting rooms with tables and whiteboards that you can reserve. In the event room there is something new every day. There are art exhibits, kids shows, free classes, and concerts for the family. Great place for studying or working and has a variety of cool seating options in quiet areas of the library. There is also a teen section where they host teen events, have 3D printers, and a cool hangout space. There are also video game systems and books for teens. The librarians are all very nice and helpful and the books are in AMAZING condition. I highly recommend taking the whole family to this library. Located along highway 96, it is a very accessible location and neighbors the Mounds View public schools district office and the Shoreview Community Center. If you live in the area or are visiting, this library is a must-go.