

**Ramsey County Library
Board of Trustees Meeting
October 17, 2018
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 19, 2018 Minutes (2)
 - B. Director's Report (3)
 - C. Friends of the Ramsey County Libraries Report (4)
 - D. 2018 Third Quarter Reports
 - 1. Workplan Report (5)
 - 2. Financial Report (6)
 - 3. Statistical Report (7)
 - 4. Incident Reports (8)
- V. Action Items (6:40-7:00)**
 - A. 2019 Holiday Calendar (9)
 - B. 2019-2021 Strategic Plan (10)
- VI. Discussion Items (7:00-8:30)**
 - A. MSR Facilities Planning Update (11)
 - B. Benchmarking RCL to Other Comparable Libraries (12)
 - C. Friends of the Library Overview (13)
 - D. Maplewood Branch Update & Tour (14)
 - E. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

November 21, 2018 6:30 p.m.	RCL – Roseville 2180 Hamline Avenue North	Fines & Fees Discussion Digital Services Update/Tour Capital Planning Update Branch Update/Tour
December 12, 2018 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Children's Services Report Community Engagement/Pop Up Report Library Board Self Evaluation Capital Planning Update Branch Update/Tour
January 16, 2019 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Annual Meeting 2019 Workplan CIP Budget Request Racial Equity Report Capital Planning Update

Library Board

Craig Klausning, Chair
Paula Mielke, Vice Chair
Sida Ly-Xiong, Secretary
Debra Berry
Marisol Chiclana-Ayala
John Hakes
Sylvia Neblett

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 19, 2018

LIBRARY BOARD PRESENT:

Deb Berry, John Hakes, Craig Klausing, Sida Ly-Xiong, Paula Mielke

LIBRARY BOARD ABSENT:

Marisol Chiclana-Ayala, Sylvia Neblett

STAFF PRESENT:

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Senior Library Manager; Heidi Holland, Volunteer Services Librarian; Chuck Wettergren, Digital Services Manager; Meg Robertson, New Brighton Library Manager

OTHERS PRESENT:

Mary Jo McGuire, Ramsey County Commissioner; Joanna Berg, Deputy County Manager; Cyndi Cook, Valerie Wise, Friends of the Ramsey County Library; Kim Vanderwall, Vanderwall Consulting; Les Sipkema, Shoreview Resident

CALL TO ORDER:

Klausing called the meeting to order at 6:30 p.m. at the Ramsey County Library in New Brighton, 400 – 10th Street N.W.

NEW BRIGHTON BRANCH TOUR & UPDATE:

Meg Robertson, New Brighton Library Manager, gave the Library Board a brief overview of the recent updates to the branch including new carpet and new countertops. The facility opened in 2011 in the New Brighton Community Center, a partnership that has worked well for both agencies. Other highlights from Robertson's report to the Library Board include:

Trends in the Service Area

- ACS statistics from the Metropolitan Council's Community Profiles show New Brighton demographics with a racial breakdown of approximately 76% white residents and 24% residents of color. Eleven percent of New Brighton residents live below the federal poverty level. The library and community center continue to see use by racially diverse residents and community members of all ages and incomes.
- New Brighton will implement its water transition from Minneapolis city water back to its own supply in the next 3 weeks, concluding a long process of insuring clean water for New Brighton residents.
- The New Brighton Community Center (NBCC) hosted absentee and early voting throughout the 2018 primaries and continues to be a regular voting site.
- The Ralph Reeder Food Shelf moved from the Pike Lake Education Center in New Brighton to the Silver View Plaza strip mall in Mounds View.
- LEGO and Robotics teams reach all grade levels in the Mounds View School District and more than 500 students participated in these teams in the 2017-2018 school year.
- Irondale High School in New Brighton graduated 19 students with an associate of arts degree from Anoka-Ramsey Community College in addition to their high school degree.

Library Issues and Service Trends

- RCL—NB has increased service opportunities with additional librarian hours and is now offering more regular programming.

- The NBCC and RCL—NB partnership is growing. With the library able to meet many of the expressed community needs, the NBCC has expanded room access and promotion of library programs. For the first time, RCL—NB programs are listed in the Parks and Recreation Fall catalog.
- The new Eagle's Nest attraction often results in overflow capacity being directed to the library—an opportunity for highlighting our services.
- RISE, an organization serving adults with disabilities and other challenges, is a new tenant in the NBCC and the library is looking forward to partnering to enhance services to their clients.

PUBLIC COMMENT:

Les Sipkema, Shoreview resident, shared his thoughts on a variety of subjects including minority purchasing, the Shoreview Library grant, donated books, the acquisition process for rental books, meeting documents, consent agenda procedures, the strategic plan, technology in the library, and the Maplewood branch remodel.

APPROVAL OF AGENDA:

No changes were made to the agenda as presented.

APPROVAL OF MINUTES:

Mielke made a motion to approve the minutes of July 18, 2018 as presented. Hakes seconded the motion, which was unanimously approved.

RESOLUTION REGARDING THE RETIREMENT OF LINDA MOY:

Clerk Typist Linda Moy has announced her retirement, effective September 28, 2018. A resolution honoring Linda for her 29 years of service was presented to Linda at her retirement party on September 19, her last day of work.

Mielke made a motion to approve the Resolution Regarding the Retirement of Linda Moy, and to ratify the Library Director's signature on the document. Hakes seconded the motion, which was approved by unanimous vote.

DIRECTOR'S REPORT:

Important Dates – All libraries are closed October 22. The Friends Annual Author Talk and Luncheon with Diane Wilson is November 3.

2019 LSTA Grant Award – Congratulations to Librarian Jenny Jackson, who was awarded a grant of approximately \$17,300 to support digital storytelling! The Library Services and Technology Act (LSTA) grant is a federal program administered by the Minnesota Department of Education. The digital storytelling project will introduce adults to new technology, including digitization, filmmaking, and virtual reality. Patrons will learn to integrate technology into the traditional act of storytelling to create and share narratives and experiences. This grant will support new equipment and classes.

Memory Minders – Carol Jackson, Library Manager at RCL-Shoreview, published an article in *Public Libraries Online* on RCL's memory minders project. Carol and partners at the Roseville Alzheimer's and Dementia Community Action Team developed the idea for kits serving people with dementia and their caregivers. The Friends of the Ramsey County Libraries helped secure sponsors. The result is a set of Memory Minders—kits that circulate from libraries at Shoreview and Roseville. Kits contain activities for patrons with memory loss, books to spark memories, a CD, and a caregiver book and booklist. Congratulations to Carol for developing this innovative project and for receiving local and national exposure. Carol's article is found here:

<http://publiclibrariesonline.org/2018/07/memory-minders-meaningful-engagement-for-those-impacted-by-dementia/>

2019 Supplementary Budget Process – Boldenow presented about the Library’s performance outcomes and strategic opportunities at the Ramsey County Board of Commissioners budget hearing on August 13. This year’s budget process is focused on performance and emerging strategies. Commissioners expressed great appreciation for the Library’s staff and initiatives that support County goals.

Civic Engagement – The Library supported the County initiative to increase voter participation by offering early voting at four libraries and primary day voting at two libraries. RCL- Roseville served 1,091 early voters; Shoreview served 715; Maplewood served 516; and White Bear Lake served 485. RCL-Maplewood served 407 primary day voters, and White Bear Lake served 938. We will also host voting in November for the general election.

Refurbishment Projects – At RCL-Roseville, a new rubber play pad and sails were installed in the children’s garden. More than 1/3 of Roseville’s study chairs have been reupholstered, and the carpeting at New Brighton was recently replaced. The Library in Mounds View will get a new roof in October.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Used Book Sale at the Ramsey County Library in Shoreview, September 26-29, 2018. 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.

The Friends annual **Author Talk and Luncheon** will be held on Saturday, November 3rd at the North Oaks Country Club and features Diane Wilson, award winning author and Director of Dream of Wild Health, a nonprofit organization that seeks to restore health and well-being to the Native community.

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. Proceeds from the event will support Ramsey County Library’s programming for teens.

The Friends Gala is back! We’d like to tip our hats to all who have supported the Gala for the past five years and let you know it’s time to mark your calendars for February 2nd, 2019. We hope you’ll throw your hat in the ring to help raise \$30,000 to support your public library system!

This event will feature a cocktail party atmosphere with live music; complimentary wine, craft beer, and hors d’oeuvres; silent and live auctions; prizes; and a costume contest. The festivities begin at 6:30 pm at RCL – Roseville, 2180 Hamline Avenue North. This is a public event benefitting the whole community, so gather your friends and family. Registration will open in December.

Upcoming Events

- **Friends Board of Directors** on October 15, 2018 at the Roseville Library
- **“POP-UP” Used Book Sale**, September 25-29, 2018 at the Shoreview Library
- **Friends Author Luncheon**, November 3, 2018 at North Oaks Golf Club
- **Friends Gala 2019**, February 2, 2019 at the Roseville Library
- **2019 Book It 5K Walk/Run**, May 18, 2019 at the Roseville Library

STRATEGIC PLANNING:

Vanderwall reviewed the input gathered from the Library Board members and key staff at the Board’s May and June meetings. Following those meetings, she held two work sessions with the Library’s administrative managers to draft revisions to the Strategic Plan and Guiding Principles based on that input. Vanderwall reviewed the changes proposed for the 2019-2021 document, asking the Board to discuss what they liked of the proposed changes, and what areas could be stronger.

Vanderwall will incorporate the Board's comments into a final draft, which will be presented at the October meeting for approval.

HISTORY PROGRAM OVERVIEW:

Judy Woodward, History Program Coordinator, was present to update the Library Board on history programming over the past year. In 2017, RCL 93 had history programs with a total attendance of 7,672 people. This was more than double the attendance of the year before. The Library is on track to equal its 2017 performance, and perhaps even a bit more. With the all-important fall season yet to report, the Library has already had 61 programs through August with a total attendance of 4,798.

Highlights of the year so far included:

- Duchess Harris series on Police and Race.
- A multi-faceted series on the 50th anniversary of 1968—perhaps the most intense year in American politics and history of the 20th century. Speakers included Professor Mai Na Lee of the University of Minnesota on the Hmong experience; David Lebedoff on Minnesotans at the 1968 Democratic Convention; collaborators from the TPT Vietnam 360 Project; and speakers Peter Rachleff and Mary Curtin on the impact of 1968 at home and abroad.
- Our series All Politics is Local featuring Peter Bell, David Lanegran and former Mayor George Latimer.
- The Library remains proud of its commitment to promoting diversity among speakers and audiences and to encouraging institutional partnerships whenever possible.
- Approximately 40% of speakers this year are persons of color and/or women, and the Library is seeking to increase that number, consistent with overall history planning objectives.
- The Library has solidified new programming alliances this year with the Ramsey County Historical Society and the East Side Freedom Library, while strengthening ties to traditional partners like OLLI, Global Minnesota, the Foreign Policy Association, the MN History Theatre and local historical societies.

History Events This Season:

- The return of the Tuesday Scholar series got off to a great start on September 11th with the appearance of 9/11 whistle-blower Coleen Rowley before an overflow crowd. Although some potential audience members were turned away because of lack of space, staff were able to assure them that the program was being filmed. Expanded resources will allow the Library to film a greater number of history programs in 2018-19.
- The Library is also planning a number of programs from various political perspectives on the historical background and consequences of the upcoming mid-term political elections.
- In response to criticism from some quarters that the political viewpoints of Library speakers tend to fall on the liberal end of the spectrum, the Library has taken special care to include speakers of all political persuasions and is pleased to offer a series on constitutional law starting soon with a conservative pro-life female speaker from St. Thomas. As with the guidelines used in developing the collection, staff never want to back away from controversy, but are committed to offering a broad spectrum of views and arguments.
- The Library looks forward to expanding its commitment to local history with on-going series like Virgil Benoit's efforts to research and explore French-Canadian traditions in the area and the collaboration with the RCHS on stories of Black Minnesotans in the Civil War.

Distant Future—2019 and Beyond:

Look for programs on topics ranging from economic history to Native American history in Minnesota to the centennial of the "Red Summer" of 1919 to a firsthand account of the collapse of the I-35W Bridge.

VOLUNTEER PROGRAM OVERVIEW:

Heidi Holland, Volunteer Services Librarian, gave the Library Board an overview of the volunteer activities at Ramsey County Library, which has had a formal volunteer program since 2005. Before then, volunteers helped informally in the libraries via the Friends. Volunteers support special events including:

- Summer Reading Program
- Friends 5K
- Library facilities (packing, unpacking, Grand Openings)

- Harry Potter Party, teen events
- Leading Conversation Circles
- Library Board members
- FrankenSTEM

Daily volunteering provides help with:

- Paws to Read program
- Pulling and shelving requests
- Circulation help (putting carts in order)
- Gardening
- Photography
- Shelving movies, easy books and music
- Mending library materials

The Library wants our volunteers to be thanked and feel treasured:

- Saying “thank you”
- Sending cards at appropriate times
- Hosting luncheons and parties in their honor
- Modest gifts
- Flowers
- Letters of Recommendation
- Gold cards

The Ramsey County Library is the place to be. Since 2005, over 2,100 applications have been received. #9 (volunteers have sequential access numbers) is still actively volunteering at Roseville. The 2,100 applicants do not include Friends of the Library.

LIBRARY DIRECTOR’S PERFORMANCE APPRAISAL AND SALARY REVIEW:

The Library Board went into Executive Session to discuss the 2018 performance appraisal and salary review for Library Director Jill Boldenow. Following the conclusion of the Executive Session, Klausing made a motion to award Boldenow a merit increase of 4% added to her base salary, plus a one-time 1% compensation supplement, effective as of September 12, 2018. Berry seconded the motion, which was approved unanimously.

NEXT MEETING:

October 17, 2018—Ramsey County Library in Maplewood, 3025 Southlawn Drive, 6:30 p.m.

ADJOURNMENT:

Klausing adjourned the meeting at 8:30 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

DIRECTOR'S REPORT

October 2018

September Staff Updates:	Hired:	Michael Alada, CTEP AmeriCorps Member
		Kelsey Lindberg, CTEP AmeriCorps Member
		Cassidy Tinnin, CTEP AmeriCorps Member
		Hanna Hinderscheid, Student Worker
		Chivvam Yang, Student Worker
		Tristan Xiong, Student Worker
	Retired:	Linda Moy, Clerk Typist III
	Resigned:	Tyler Lopez, Library Page
		Nicole Schmiesing, Librarian substitute
	Promoted:	Kristin Roemhildt, to Clerk Typist
	Transferred:	Cara Thompson, Clerk Typist to Library Page substitute
		Mai Vang, Library Page, from MV to RV

Important Dates – All libraries are closed October 22 for Staff In-service Day. The Friends Annual Author Talk and Luncheon with Diane Wilson is November 3. Dunn Brothers Café at RCL-Roseville is tentatively planning to close November 1-3 for facility improvements. For the Veterans Day holiday, all libraries are closed November 11; Administration and Technical Services departments are closed on November 12. For the Thanksgiving holiday, all libraries are closed November 22; Administration and Technical Services are closed November 23.

Voting – Ramsey County Library is again offering voting at several locations this election season. RCL will host early voting from October 30 through November 5 at libraries in Shoreview, Maplewood, White Bear Lake, and Roseville. RCL-White Bear Lake and RCL-Maplewood are also serving as Election Day polling places on November 6. 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>.

Becoming American Film and Discussion Series – The Library will present this six-part program series from November to April with several community partners. Carol Jackson was awarded a grant to present this series—as one of only thirty U.S. program sites. Additional funding is provided by the Friends of the Ramsey County Libraries. The first program is “The Century of Immigration,” on November 8, 6:30-8:30 p.m. at RCL-Shoreview. Between 1820 and 1924, industrial expansion, the need for inexpensive labor, and mass migrations fueled an unprecedented immigration of 40 million people to the U.S. that changed the country’s makeup, culture, and social institutions. This program includes screenings of *New York: A Documentary Film* (Episode 4, “The Power and the People”) and *The Jewish Americans*, followed by a discussion moderated by Professor Dina Gavrilos.

What’s Next for Your Library – RCL will soon roll out a campaign, “What’s Next for Your Library,” to solicit public input on a new facilities master plan. The Library, Ramsey County Property Management, and MSR have studied existing Library conditions and hosted listening sessions with Library staff. For the next six weeks, we’ll collect community input to help identify desired improvements in facilities and operations. We will utilize an online survey, public listening sessions, tabling, and library displays to gather input. Listening sessions are scheduled for RCL-Mounds View on Saturday, November 10, at 1:30 p.m. and at RCL-Maplewood on Monday, November 19, at 6:00 p.m. I will also table at each Library to engage community members.

On a related note, Ramsey County is conducting a resident/service user survey at two County sites, and one of these is RCL-Roseville. This survey will glean valuable information about how to improve the accessibility of County services. This survey will be distributed at the entryway of Roseville October 18-23.

Friends Update October 2018

September Used Book Sale Wrap-Up

Thank you to everyone who made the Friends 2018 “Pop-Up” Used Book Sale in September a success. We raised just over \$4,500, surpassing our sales from last year. More than 30 dedicated volunteers staffed the four-day sale supported by generous community book donations and the welcoming and friendly staff at Ramsey County Library-Shoreview.



Advocating for Ramsey County Library

The Friends Advocacy Committee reconvened in September after a hiatus of several years. This committee will focus on highlighting the many great resources offered by Ramsey County Library to local press and government entities.

Strategic Planning

The Friends Strategic Planning Committee initiated the process for establishing priorities for the next three years. Ramsey County Library Director, Jill Boldenow, is keeping the Friends Board apprised of the RCL strategic planning and facilities planning processes to ensure that the Friends planning process reflects RCL priorities.



Reading Friends

The Reading Friends partnership with Community Programs with Youth (CPY) in New Brighton will continue for the 2018-2019 school year with 12 volunteers. The Reading Friends book collection at CPY was refreshed from the September book sale at Shoreview and both the kids and reading volunteers are excited to have new material.

Upcoming Events

- **Friends Board of Directors** on January 28, 2019 at Shoreview
- **Friends Author Luncheon**, November 3, 2018 at North Oaks Golf Club
- **Friends 2019 Gala—Hats Off to the Library!**, February 2, 2019 at Roseville
- **2019 Book It 5K Walk/Run**, May 18, 2019 at Roseville

10/12/2018

2018 Staff Work Plan – Q3 report

Major Initiatives

1. *Expand services and reach with the PopUp Library.*
2. *Launch 1,000 Books Before Kindergarten.*
3. *Deliver library cards to an additional 3,500 Ramsey County students.*
4. *Expand jobs and small business support with corporate recruitment, entrepreneurship workshops.*
5. *Introduce new maker equipment and programs.*
6. *Improve the catalog, website, and SRP interfaces.*
7. *Complete Maplewood Library refurbishment project and produce a master facility plan for 2019-2025.*
8. *Complete 2019-2021 Strategic Plan and 2019-2021 Technology Plan.*

10/12/2018

1. Strengthen Connections to Community Efforts and Partners.

<p>Engagement</p> <ul style="list-style-type: none"> • Deliver Popup Library prioritizing people of color, immigrants, and re-entry center • Engage partner organizations serving immigrants • Support County engagement initiative 	<p>Jeff Eide</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Planned 2018 Popup schedule and began booking venues, including 23 dates at 16 sites • Delivered Popup Library at two venues, reaching 110 people • Selected trailer (grant-funded) to enhance Popup Library logistics <p>Quarter 2</p> <ul style="list-style-type: none"> • Purchased 5' x 8' trailer to store, transport and provide Popup library service • Delivered Popup service to 9 venues, reaching 2,712 people (one of these was Pride with 2,000) • Engaged partners serving immigrants, including Roseville Adult Basic Education, ISD 622 ECFE, Shoreview Human Rights Commission, U.S. District Court, Urban 4H, Volunteer Lawyers Network <p>Quarter 3</p> <ul style="list-style-type: none"> • Delivered Popup service over 14 dates to 9 venues, reaching 1,287 people • Visited targeted community housing complexes in partnership with City of Maplewood and YMCA • Developed outreach partnerships with Parks & Recreation, senior centers, farmer's markets, and cities of Mounds View and North St. Paul
<p>Collaboration Infrastructure</p> <ul style="list-style-type: none"> • Revise format to document partners/activities 	<p>Jeff Eide</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Evaluated success of last year's partners tracking system <p>Quarter 2</p> <ul style="list-style-type: none"> • Began developing tracking sheet for staff to report community partners <p>Quarter 3</p> <ul style="list-style-type: none"> • Presented new tracking process to key staff for implementation
<p>ConnectEd</p> <ul style="list-style-type: none"> • Complete ConnectEd with all WB grades (Chuck) • Complete ConnectEd with RV & MV (Chuck) • Engage ISD 622 – MP and NS (Jill) • Publicize ConnectEd to public, schools, media(KS) 	<p>Jill Boldenow/Chuck Wettergren</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Distributed student access cards to Roseville middle and high schools • Worked with Mounds View High School to create online registration • Published <i>Explore</i> cover story, "Student access cards gain momentum" and related social media • County Manager Julie Kleinschmidt published the article: "A decade of partnerships help connect thousands of students to our libraries" as her monthly Manager's column <p>Quarter 3</p> <ul style="list-style-type: none"> • Created 1,392 new student library accounts for White Bear Lake and Roseville schools

10/12/2018

2. Foster Literacy and Student Achievement.

<p>Ready for Kindergarten (MS)</p> <ul style="list-style-type: none"> • Launch 1,000 Books Before Kindergarten • Offer ELL storytime 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Provided 385 children's programs with a total attendance of 14,643 • Provided 100 family storytimes with 5,464 participants and 72 Baby and Me storytimes with 1,817 participants • Visited 19 preschool sites and provided programs to 498 children • Launched a pilot partnership with ISD 622 evening ECFE program <p>Quarter 2</p> <ul style="list-style-type: none"> • Provided 462 children's programs with a total attendance of 22,630 • Provided 92 family storytimes with 5,399 participants and 75 Baby and Me storytimes with 1,859 participants; hosted storytimes with RC Commissioners during National Library Week • Visited 20 preschool sites and provided programs to 692 children • Partnered with RC Parks and Recreation on a summer story trail at Battle Creek Park • Launched <i>1,000 Books Before Kindergarten</i> • Represented RCL at a special Children's Museum/HeadStart event <p>Quarter 3</p> <ul style="list-style-type: none"> • Provided 345 children's programs with a total attendance of 23,876 • Provided 83 family storytimes with 5,021 participants and 67 Baby and Me storytimes with 1,943 participants • Visited 1 preschool site and provided a program to 43 children • Continued to promote early literacy with the 1,000 Books Before Kindergarten program, asking families to read 100 books to their child over the summer • Provided a free book to 796 preschool children whose families completed the summer 100 Book Program • Started building partnerships around the 1,000 Books program with RC Public Health, ECFE, and school Kindergarten Readiness programs • Partnered with RC Parks and Recreation on summer story trails at Battle Creek Park, Keller Lake Park, and the Ramsey County Fairgrounds
<p>Student Success (Youth Librarians)</p> <ul style="list-style-type: none"> • Develop welcome plan for end of 6th grade->teen • Launch new SRP concept & online platform 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Held the 10th annual Kindergarten Library Card party featuring author Kate DiCamillo for 1,245 attendees; processed 1,593 new library card applications

10/12/2018

	<ul style="list-style-type: none"> • Provided 32 Paws to Read sessions for 98 young readers; garnered national attention for WB's Paws to Read dog Sting • Offered 47 elementary-age STEM/STEAM programs with 780 participants • Provided 29 passive programs with 2,661 participants • Hosted 51 visits and tours by school and youth groups with a total participation of 1,108 • Assisted 203 students from 34 schools conducting in-depth research for National History Day at the History Day Hullabaloo • Instructed 7 targeted digital literacy classes to 49 Roseville area students, 7 targeted digital literacy classes to 70 North St. Paul/Maplewood area students, and 4 targeted digital literacy classes to 14 Mounds View area students • Trained 10 classes with a total of 250 students on iPad e-book use at Roseville Area Middle School • Partnered with Urban 4H for weekly MP science programs with a total attendance of 120 students • Negotiated contract with Beanstack, vendor of a new online Summer Reading Program platform <p>Quarter 2</p> <ul style="list-style-type: none"> • Provided 34 Paws to Read sessions for 100 young readers • Offered 32 elementary-age STEM/STEAM programs with 655 students; started regular Saturday STEM programming at NB • Provided 16 elementary-age art programs for 303 students • Provided 31 passive programs with 5,160 participants • Provided 40 other children's summer programs with 1,584 participants • Hosted 48 visits and tours by school and youth groups with a total participation of 1,075 • Facilitated 266 programs serving 6,143 teens • Represented RCL at MLA's CYP Unconference in April with a STEM programming presentation on how to raise and release Monarch butterflies • Made 67 school visits to 3,229 elementary-age students to promote Summer Reading • Hosted the annual Summer Festival with more than 2,000 participants • Launched the new Beanstalk platform for all summer reading participants • Taught 3,240 students at Mounds View, Roseville, White Bear Lake and Maplewood schools how to access e-books and how to participate in the summer reading program • Hosted a Mounds View High School student art show at MV in May • Provided a 5-day Teen Tech Camp at MP where 19 youth received instruction in CANVA, Sculptris, Garageband, Pixlr, 3D and 2D design and Weebly • Partnered with Urban 4H to provide weekly Elements of Art and monthly STEM classes at MP, SV, and RV for 100 teens • Planned and facilitated 46 makerspace programs at MP, RV, SV and WB for 339 teens • Started summer book clubs at MV, MP, RV, SV and WB
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10/12/2018

	<p>Quarter 3</p> <ul style="list-style-type: none"> • Provided 24 Paws to Read sessions for 82 young readers • Offered 30 elementary-age STEM programs for 656 students • Provided 26 elementary-age art programs for 726 students • Provided 39 passive programs with 6,739 participants; released over 200 monarch butterflies as part of the Raising Monarchs @ the Library program • Provided 52 other children's summer programs with 3,004 participants • Provided a book and a State Fair pass to 3,823 elementary school students for completing the Summer Reading Program • Hosted 19 visits and tours by school and youth groups with a total participation of 447 • Partnered with the Bakken Museum on free programs for school-aged children at MP, NB, WB • Partnered for the second summer with Mounds View Community Theatre to promote and offer a sensory-friendly performance of their summer musical • Taught 59 Video Production and Yearbook students at Roseville High School how to access Lynda.com • Provided 5-day Teen Tech Camps at SV and RV where 38 youth received instruction in CANVA, Sculptris, Garageband, Pixlr, 3D and 2D design and Weebly • Partnered with Urban 4H to provide weekly Elements of Art and monthly STEM classes for 82 students at MP and SV • Planned and facilitated 44 makerspace programs at MP, RV, SV and WB for 313 teens • Completed the Teen Summer Reading Program with 1,137 participants submitting 5,082 online book reviews • Led 67 readers through summer book clubs at MV, MP, RV, SV and WB • Welcomed and trained three new AmeriCorps CTEP workers to work as Digital Literacy instructors
<p>Healthy Youth (AB)</p> <ul style="list-style-type: none"> • On-board new Teen Services Librarian • Implement new maker programs at SV • Sustain Library After Dark funding and program • Expand meal program 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Facilitated 330 teen programs • Hired and trained Maplewood Library Teen Librarian Erica Redden • Facilitated the annual Teen Job Fair with interview instruction, resume and application assistance, and access to teen employers, including the RC ULEAD program, City of Maplewood, Como Park Zoo, Target, Goodwill, and Buffalo Wild Wings • Provided 2-day teen tech camps at Maplewood, Shoreview, and Roseville Libraries, where 27 students learned the basics of CANVA, Sculptris, Garageband, Pixlr, 3D and 2D design, and Weebly • Provided 24 gaming opportunities (board games and Dungeons and Dragons) at Roseville and Shoreview serving 89 youth

10/12/2018

	<ul style="list-style-type: none"> • Hosted Youth on Boards, a monthly Maplewood program mentoring 30 Ramsey County teens serving on local non-profit boards • Provided 36 makerspace programs at Maplewood, Roseville, and Shoreview for 213 teens • Hosted 7 Library After Dark programs for 112 youth at Maplewood and Shoreview <p>Quarter 2</p> <ul style="list-style-type: none"> • Facilitated 266 programs serving 6,143 teens • Joined other metro libraries to support Teen Lit Con, a day-long celebration of teen literature • Hired three summer student workers for MP, RV, and SV and four ULEAD Workforce students to assist with summer programs and meals • Held the Teen Summer Festival with over 100 participants • Partnered with Roseville CTV to host Girls in Focus and Boys in Focus, two week-long camps centered on the perceptions of gender via media • Provided non-video gaming at RV and SV for 136 youth • Offered six Library After Dark programs at MP for 118 youth • Launched summer meals at MP and RV; fed 447 children and teens during the first 13 days at RV <p>Quarter 3</p> <ul style="list-style-type: none"> • Facilitated 197 programs serving 3,224 teens • Hosted Girls Appspirations, a two-week application creation camp for girls of color; 19 girls completed the final project • Co-taught Girls in Focus, a week-long exploration of video production, with CTV Roseville, 12 students participated • Offered Library After Dark programs at MP for 105 youth • Provided summer meals at MP and RV in partnership with Youthprise and St. Paul Public Schools; fed almost 2,500 children and teens over the summer
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3. Create Vibrant Learning Spaces that Engage the Broad Diversity of Our Community.

<p>Refurbish</p> <ul style="list-style-type: none"> • Complete SV (Bill) • Add maker furniture at SV (Chuck) • Develop displays for maker projects (Chuck, Amy) • Refurbish MP (Jill, Bill) • Develop RCL capital plan (Jill) • Upgrade RV reading garden (Jeff, Julie) 	<p>Jill Boldenow/Julie Neville</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Ordered two maker carts for Shoreview • Produced furniture refurbishment priority list for 2018 • Accepted quote for reupholstering 38 Roseville study chairs • Replaced Mounds View Library chiller • Met monthly with MSR Design to support a pre-design project for Maplewood Library
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10/12/2018

<ul style="list-style-type: none"> • Obtain new van and Popup trailer (Jeff/Chuck) • Obtain new truck (Julie) • Formalize NS room agreement & refurbish (Jill) • Re-think security cameras (Chuck) • Refurbish furniture at RV (LW) • Redo MP and NB carpet (Julie) • Install LEDs at MP and MV (Julie) • Replace roof at MV (Julie) • Replace chiller at MV (Julie) • Repair RV concrete walks and curbs (Julie) 	<ul style="list-style-type: none"> • Requested Property Management services to issue RFP to create system-wide capital plan • Sealed floor at Maplewood • Painted entry at Roseville • Replaced the front doors and operators at Mounds View • Installed Variable Frequency Drives on rooftop air conditioner units at White Bear Lake <p>Quarter 2</p> <ul style="list-style-type: none"> • Received Maplewood pre-design report from MSR • Hired MSR to produce Library Master Facilities Plan 2019-2025 • Executed lease amendment at North St. Paul enabling use of new children's room • Replaced worn play surface at Roseville reading garden • Completed engineering study for Mounds View roof replacement • Obtained bid for carpeting at New Brighton • Obtained quote for truck • Started reupholstering RV study chairs, with a third of the chairs completed <p>Quarter 3</p> <ul style="list-style-type: none"> • Completed the re-upholstery of the RV study chairs • Painted the new NS children's room and ordered picture book bins • Installed makerspace carts at SV • Obtained new truck for Digital Services and Popup Library • Initiated facilities master planning with MSR and Property Management • Completed RV reading garden upgrade
<p>User Experience</p> <ul style="list-style-type: none"> • Revise Library Use procedures (LW) • Review waive procedures (LW) • Develop new IT alignment practices that sustain excellent service and user experience (Chuck) • Develop virtual services (Chuck) <ul style="list-style-type: none"> ○ Purchase discovery layer ○ Improve website ○ Move staff to County email ○ Update Evanced ○ Launch Niche academy ○ Migrate to Blue Cloud Analytics • Improve physical services (Chuck) <ul style="list-style-type: none"> ○ Explore additional charging stations 	<p>Lynn Wyman/Chuck Wettergren</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Provided information to Information Services on staffing, equipment and software • Moved all staff email accounts and distribution lists to County • Began reviewing replacements for Evanced online calendar • Implemented Niche Academy content for E-books and Research sections on website • Met with Niche Academy to improve accessibility • Met with team to finalize criteria for a new catalog discovery layer • Completed Blue Cloud Analytics installation and basic training for administration • Installed security cabinet to facilitate self-check credit card payment option at North St. Paul • Updated policies and procedures to allow students access to guest passes • Installed pilot charging station at Shoreview • Updated all laptop labs with current applications required for digital literacy • Established a budget line and selected a collection manager for the World Languages collection

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<ul style="list-style-type: none"> ○ Add faxing services to NB, WB ○ Add credit card payment at NSP ○ Add card readers at print release station ○ Update self-check software and hardware and chip/pin ○ Review print management ○ Expand laptop checkout ○ Develop process for branches requesting computers ● Improve user access (Chuck) <ul style="list-style-type: none"> ○ Enhance internet sign-on process ○ Promote card registration in-house (KS) ● Improve collections (LW) <ul style="list-style-type: none"> ○ Add STEM kits ○ Expand selection with new budget ○ Improve order speed and frequency ○ Expand world language collections 	<ul style="list-style-type: none"> ● Established a budget for children's STEM kits ● Implemented new selection budgets to expand collection <p>Quarter 2</p> <ul style="list-style-type: none"> ● Continued to expand world language collections ● Reviewed LibCal, an event and room booking calendar system ● Transferred Webreporter use lists to Blue Cloud Analytics and completed testing ● Provided Library network access to County IS department ● Worked with County IS to develop application mapping ● Purchased 30 laptops to update laptop labs used for Digital Literacy programming ● Submitted catalog records to OCLC for MnLINK reclamation project ● Updated Windows and security software on all public computers ● Expanded World Language collections to all seven libraries <p>Quarter 3</p> <ul style="list-style-type: none"> ● Completed revision of Library Use Procedures ● Reviewed and updated Waive Procedures ● Relocated world language collections for greater visibility and easier access ● Presented Discovery Layer findings to Ramsey County START for review ● Began staff training for new LibCal event calendar and room booking software ● Implemented staff use of Blue Cloud Analytics ● Supported IT alignment through information sharing and transition of duties and staff to IS
<p>Adult Programming</p> <ul style="list-style-type: none"> ● Evaluate programs with Project Outcome ● Support program lines <ul style="list-style-type: none"> ○ History ○ Social services ○ Health access ○ Legal and financial help ○ Community well-being ○ Racial equity ○ Caregiver and senior resources ○ Digital literacy ○ Jobs and small business ○ Sustainable environment ● Record more programs for distribution ● Develop overflow audience plan 	<p>Quarter 1</p> <ul style="list-style-type: none"> ● Presented 131 life skills programs attended by 1,358 people. Highlights include small business workshops by St. Paul SCORE, weekly social worker assistance, Fix-it Clinics, gardening programs with the U of M Extension Service, creative dementia-friendly programs, MNSure navigator assistance, AARP tax help, criminal expungement clinics, social justice book club, Hmong women writers panel, Ask A series with Do Good Roseville ● Presented 27 history programs attended by 2,158 people ● Recorded six programs for streaming and/or online posting <p>Quarter 2</p> <ul style="list-style-type: none"> ● Presented 147 life skills programs attended by 1795 people. Highlights include small business workshops by St. Paul SCORE, weekly social worker assistance, creative dementia-friendly programs, naturalization ceremony, MNSure navigator assistance, US citizenship legal clinic, Ask A series with Do Good Roseville, first-ever Mend-it Clinic ● Presented 27 history programs attended by 2,235 people ● Recorded three programs for streaming and/or online posting

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	<p>Quarter 3</p> <ul style="list-style-type: none"> Presented 207 life skills programs attended by 1,378 people. Highlights include community well-being programming with Do Good Roseville, National Alliance on Mental Illness MN, International Institute of MN and Better Angels. Health literacy programming including talks for caregivers and meditation instruction. MNSure navigator assistance continued as did weekly social worker assistance. Naturalization ceremony was presented at Shoreview City Hall with over 60 new citizens from 30 countries. Presented 17 history programs attended by 1,261 people, including an overflow audience for a Coleen Rowley & 9/11 talk Recorded three programs for streaming and/or online posting Institutional history programming partners include Ramsey County Historical Society, WB &SV Historical Societies, OLLI, Foreign Policy Association, Global Minnesota, and the French-American Heritage Foundation Presented 26 book club, arts and literature programs to 561 participants
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4. Promote Economic Prosperity and Racial Justice.

<p>Economic Prosperity Services</p> <ul style="list-style-type: none"> Deliver info literacy program (JL) <ul style="list-style-type: none"> Partner with PCs for People on computers Launch adult maker programs (JJ) Offer tech help appointments Sustain classes for immigrants at FCC Strengthen corrections services (Jill) Deliver jobs and small business support <ul style="list-style-type: none"> Develop workshops with Workforce Solutions, SCORE, etc. (CM & Carrie) Host corporate recruiters (CM) Offer Etsy entrepreneurship class (JJ) Promote Creative Cloud availability (KS) Deliver Life Skills programs to support financial literacy, legal help, social services referrals, etc. Assess community service opportunities (LW) 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Purchased dedicated 3D printer and vinyl cutter for adult maker programming Purchased portable 3D printer for Popup and adult maker programming Provided 37 computer and technology classes to 343 students Offered new social media classes <i>Getting LinkedIn</i> and <i>Facebook 101</i> Collaborated with Girl Scouts and taught basic coding to 100 scouts, and helped them earn a technology and engineering badge at New Brighton Community Center Provided 93 open computer and tech help labs to 244 students Started <i>Tech Help by Appointment</i> once a week at both Roseville and Mounds View Launched weekly adult Open Makerspace at Roseville, Shoreview, and Maplewood Libraries, with 39 events drawing 316 participants Offered new adult maker class: <i>3D Printing and Design</i> Launched weekly digital literacy classes for new immigrants at Fairview Community Center Provided 8 small business workshops to 169 participants Provided 9 job classes to 30 participants, including recruitment tables with Target, Anderson Corporation, FedEx Ground
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10/12/2018

	<ul style="list-style-type: none"> • Offered programming on networking, marketing tools, and cybersecurity with St. Paul Score and Idea2Launch, and offered <i>Searching for Jobs on the Internet</i> classes • Tracked community service worker hours • Delivered Parent Read programs at Ramsey County Correctional Facility with 44 individuals <p>Quarter 2</p> <ul style="list-style-type: none"> • Provided 36 Computer and Technology Classes to 247 students • Offered new classes <i>Introduction to Image Editing, Introduction to Video Editing, and Smartphone Basics and Security</i> • Provided 100 open computer and tech help labs to 362 students • Participated in the Assistive Technology Fair showcasing 3D printing technology • Presented a program to the American Association of University Women on mobile devices, internet searching, and online safety • Hosted a Fix-It Tech workshop collaborating with University of Minnesota, City of Minneapolis, PCs for People, and other non-profit organizations in the Twin Cities. • Partnered with Minnesota Computers for Schools to provide ex-offenders with a laptop upon completion of library instructed digital literacy classes at the VOA correctional re-entry center • Provided 38 Open Makerspaces drawing 308 participants • Offered new adult maker class Silhouette Studio • Provided 14 small business workshops to 372 participants • Provided 11 corporate recruiter events with 31 participants, with reports of job offers • Tracked community service worker hours • Delivered Parent Read programs at Ramsey County Correctional Facility with 28 individuals <p>Quarter 3</p> <ul style="list-style-type: none"> • Provided 28 computer and technology classes to 235 students • Started <i>Tech Help by Appointment</i> once a week at the New Brighton Library • Provided 95 open computer and tech help labs to 344 students • Provided 34 open makerspaces drawing 307 participants • Extended Roseville Library Open Makerspace hours to 10:00 a.m. to 3:00 p.m. every Saturday • Offered 3D Printing workshops and Silhouette Cameo cutting machine workshops at the Roseville Library • Received LSTA Grant to support equipment and programming for digital storytelling • Received approval to serve as a host site for Etsy entrepreneurship class • Installed Adobe Creative Cloud on SV Video workstation • Registered RCL for Tech Soup to obtain discounted hardware and software • Delivered Parent Read programs at Ramsey County Correctional Facility with 15 individuals • Provided 6 small business workshops to 111 participants
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10/12/2018

	<ul style="list-style-type: none"> • Provided 3 Marketing Strategies programs to 98 participants • Provided 11 corporate recruiter events with 36 participants • Began Springboard for the Arts' Work of Art series at Shoreview with 3 programs to 37 participants • Expanded community service worker opportunities to RV
Racial Equity & Inclusion <ul style="list-style-type: none"> • Improve service to all patrons (LW, Chuck, Jill) <ul style="list-style-type: none"> ○ Provide training on culturally-competent customer service ○ Explore web content in relevant languages ○ Develop world language collections with helpful signage ○ Identify staff language capacities & translation tools • Deliver RE&I programming (CJ + system-wide) • Implement grant-funded film and discussions: "Becoming American" (CJ) • Launch Red/Blue Workshops (CJ) • Increase hires and retention of racially diverse staff, volunteers and Board (LW, Jill) • Review policy updates with RE&I lens • Remove gender from single restroom signs (Julie) • Post on Staff Net about RE&I training opps • Maintain RE book club • Apply for Resilient Communities grant to study immigrant communities' learning needs • Implement County recommendations on recruiting, hiring and retention 	Jill Boldenow Quarter 1 <ul style="list-style-type: none"> • Started developing collections in Somali, Arabic, Tamil, Hindi, Chinese and Vietnamese; added Spanish language materials • Hired two librarians of color for permanent library positions • Sent two library managers to a PLA training on institutional racism in public libraries • Established annual racial equity and inclusion training requirements for all staff • Submitted Resilient Communities grant proposal on immigrant communities' learning needs; proposal not accepted for implementation • Featured programs: <i>Ask a Dreamer</i> and <i>Ask a Muslim Woman 2</i>, and a newly formed monthly book club, <i>Hard Truths: A Social Justice Book Club</i>, all in partnership with Do Good Roseville. Hosted a panel of Hmong women writers at Maplewood Library, featuring Kao Kalia Yang, Mai Neng Moua, May Lee-Yang, and Katie Ka Vang. History programs explored the journey from war-torn Somalia to Minnesota, Civil Rights pioneers in Minnesota, the Hmong experience in the Vietnam War, and the history of race and policing • Completed review and update of Naming Rights policy with RE&I lens Quarter 2 <ul style="list-style-type: none"> • Interacted with 2,000 people at the Pride Festival • Expanded collections in Somali, Spanish, Arabic, Hindi, Tamil, Hmong, Chinese, Vietnamese, Tibetan, Korean, Spanish, and indigenous languages • Presented ISD sessions on <i>ESL and Cultural Competence</i> and <i>Inclusive Customer Service for Patrons with Disabilities</i> • Sent 15 staff to Gray Area Thinking workshop on inclusion • Featured programs: <i>Ask an LGBTQIA person; My Story, My Truth</i> film and discussion; and <i>Hard Truths: A Social Justice Book Club</i>, all in partnership with Do Good Roseville. Presented an African American conservative speaker; Conversation Circles for New Language Learners; a Diverse Books Showcase with new books for kids and teens; and Library After Dark, which regularly engages racially diverse teens at Maplewood Library. Hosted naturalization ceremonies and a legal workshop on U.S. citizenship. • Launched Red/Blue workshops with Better Angels

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	<ul style="list-style-type: none"> Completed review and update of policies with RE&I lens, including Programming, Unattended Vulnerable Adult, Community Rooms, Public Bulletin Boards, and Free Materials policies <p>Quarter 3</p> <ul style="list-style-type: none"> Continued to expand World Language collections Sent Library managers to RC GARE training Provided a total of 188 hours of RE & I training to 34 staff Completed the Library Use Procedures revision using a racial equity lens Updated the Library Associate job description to provide a career path for library circulation staff Featured programs: A Sensory-Friendly performance of Chitty Chitty Bang Bang, presented in partnership with MVCT and Autism Society of MN; Ask a Transracial Adoptive Parent and Ask a Refugee; Naturalization Ceremony with City of Shoreview; Conversation Circles for English Learners; Suicide Prevention Week programming with NAMI MN and Helping Every At-Risk Teen; Ted Talks on the topic of Restorative Justice; Better Angels programs on political polarization; and a book launch by noted author Shannon Gibney.
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5. Ensure Stewardship of Public Resources.

<p>Support Friends of the Library</p> <ul style="list-style-type: none"> Support fundraising and events Report to Friends on grant-funded outcomes Generate Library stretch goals requiring funding 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Promoted Friends gala to staff and colleagues; provided staff support for event <p>Quarter 2</p> <ul style="list-style-type: none"> Participated in Friends Shoreview capital campaign celebration Supported and participated in Friends 5K walk/run Presented at the Friends Annual Meeting on 2017 Friends grant outcomes <p>Quarter 3</p> <ul style="list-style-type: none"> Supported Friends Popup Book Sale at SV
<p>Leverage Library Volunteers (HH)</p> <ul style="list-style-type: none"> Recruit volunteers to support meal program Recruit volunteers for senior read programs Recruit volunteers for maker programs 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Received 3,558 hours of volunteer assistance from more than 140 volunteers <p>Quarter 2</p> <ul style="list-style-type: none"> Received 1,188 hours of volunteer assistance Recruited volunteers to assist with the Book-It 5K Walk/Run and the Summer Festival Recognized MV volunteers with a High Tea in May and SV volunteers with a luncheon in June Obtained potted plants from RC Corrections to give as a thank you gift to library volunteers

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	Quarter 3 <ul style="list-style-type: none"> Received 3,799 hours of volunteer assistance Recognized MP and Friends book store volunteers with a luncheon
Training <ul style="list-style-type: none"> Improve tech skills Require two RE&I trainings Expand training in Makerspace and other labs Expand sub pool training on targeted subjects Train new staff on IT/email/security (Chuck) 	Lynn Wyman Quarter 1 <ul style="list-style-type: none"> Sent 2 staff to the American Library Association Midwinter Conference, 9 staff to the Library Technology Conference, and 4 staff to the Public Library Association Conference Provided a Makerspace training session for Roseville librarians Provided a total of 452 hours of training for 66 staff at 60 different training activities Quarter 2 <ul style="list-style-type: none"> Provided a half-day of in-service training to 105 staff on April 19 with sessions that focused on technology, racial equity, and inclusion Sent 3 staff to the American Library Association Annual Conference and 1 staff to COSUGI 2018, a library technology conference Provided 667 hours of training to 105 staff at 58 training events Quarter 3 <ul style="list-style-type: none"> Sent 2 children's librarians to the Association of Library Service to Children conference, a biannual event Participated in the 2018 Library Design Institute held in Minneapolis Provided 373 hours of training to 45 staff at 49 training events
Analytics & Planning <ul style="list-style-type: none"> Produce new strategic plan (2019-2021) Produce new tech plan (2019-2021) (Chuck, Jill) Conduct staffing study (LW, Jill) Assess annual data on racial diversity of staff, volunteers, board (LW) 	Jill Boldenow <ul style="list-style-type: none"> Produced timeline for strategic and technology planning Began staffing analysis with Library managers Quarter 2 <ul style="list-style-type: none"> Hired consultant and started strategic planning with Library Board and staff Evaluated 2017 workforce statistics; alerted County to omission of intermittent hires/ transfers Quarter 3 <ul style="list-style-type: none"> Continued strategic planning with Library Board and staff Initiated Master Planning with Property Management and MSR

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: October 10, 2018

Subject: Third Quarter 2018 Financial Report

Attached is the 3rd quarter 2018 financial report. Highlights include:

- ❖ Property tax revenues are collected in May and October each year, while County Program Aid is typically received in the second half of each year. First half payments have been received, and are slightly below projections, although actual revenues for 2018 will not be known until the 4th quarter financial report.
- ❖ Revenues from Library Fines continue to decline. Once credit card payments for September are added to the total, revenues will be approximately \$300,000 through the third quarter of 2018, well below projections. Reductions to library fine maximums and usage of fine-free electronic materials contributed to the decline, along with decreased collections from Revenue Recapture in 2018.
- ❖ Revenue from Buildings & Structures (coffee shop lease revenue) will also be below projections in 2018 due to the Caféine Thai Café lease termination at Maplewood. Library staff is exploring other potential tenants and uses for the space as part of the Facilities Master Planning process.
- ❖ Use of Library copiers and printers, and self-serve coffee carts at four Ramsey County Library branches continue to do strong business and reflect higher than projected revenues. Income from Interest on Investments has also increased over the last few years, and is likely to exceed projections again this year.
- ❖ Salary and benefit expenditures are well within projections for the year. The Library continues to strictly manage its use of intermittent staff and maintain a pool of vacant positions to ensure that the budget is not overspent. Overall spending is well within budget, with a very slight uptick in spending for supplies.



LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THRU SEPTEMBER 30, 2018 AND 2017

	2018					2017			
	Original Annual Budget	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD
<u>Revenue</u>									
Taxes	11,885,335.00	11,263,357.00	5,568,156.31	49%	2,879,361.44	10,041,284.00	5,225,685.03	52%	2,305,277.97
County Program Aid	0.00	621,978.00	294,449.00	47%	172,034.50	593,864.00	0.00	0%	445,398.00
Fines	500,000.00	500,000.00	273,773.63	55%	101,226.37	550,000.00	332,120.98	60%	80,379.02
MELSA	200,000.00	200,000.00	200,111.62	100%	(50,111.62)	215,000.00	199,053.00	93%	(37,803.00)
PERA Rate Increase Aid	21,652.00	21,652.00	21,652.00	100%	(5,413.00)	21,652.00	21,652.00	100%	(5,413.00)
Duplicating Copies/Sales	72,500.00	72,500.00	60,509.63	83%	(6,134.63)	73,000.00	57,615.66	79%	(2,865.66)
Interest on Investments	10,000.00	10,000.00	27,728.62	277%	(20,228.62)	2,000.00	12,218.71	611%	(10,718.71)
Building & Structures (Rent)	105,000.00	105,000.00	59,472.80	57%	19,277.20	120,000.00	74,455.16	62%	15,544.84
Recoveries	0.00	0.00	182.26	N/A	(182.26)	0.00	37,767.37	N/A	(37,767.37)
Transfers from Other Funds	0.00	225,000.00	0.00	0%	168,750.00	0.00	0.00	N/A	0.00
Total Revenue	12,794,487.00	13,019,487.00	6,506,035.87	50%	3,258,579.38	11,616,800.00	5,960,567.91	51%	2,752,032.09
<u>Expenditures</u>									
Salaries*	5,947,246.00	5,947,246.00	3,996,197.84	67%	464,236.66	5,872,770.00	3,704,238.53	63%	700,338.97
Fringe Benefits*	2,234,786.00	2,234,786.00	1,532,884.43	69%	143,205.07	2,058,021.00	1,455,898.42	71%	87,617.33
Other Services & Charges	2,823,228.00	2,823,228.00	1,973,251.58	70%	144,169.42	2,623,009.00	1,621,987.41	62%	345,269.34
Supplies	156,000.00	156,000.00	121,342.82	78%	(4,342.82)	148,000.00	110,765.71	75%	234.29
Capital Outlay	60,000.00	60,000.00	17,604.73	29%	27,395.27	65,000.00	66,280.85	102%	(17,530.85)
Books, Periodicals, Etc.	1,100,000.00	1,100,000.00	638,594.29	58%	186,405.71	850,000.00	508,727.47	60%	128,772.53
	12,321,260.00	12,321,260.00	8,279,875.69	67%	961,069.31	11,616,800.00	7,467,898.39	64%	1,244,701.61
Inc/(Dec) to Fund Balance			(1,773,839.82)				(1,507,330.48)		

* 2018 Salary expenditures through payday 10/5/18.

* 2017 Salary expenditures through payday 9/22/17.

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THRU SEPTEMBER 30, 2018**

	2018			Actual as a
	Reserve	Year to Date	Balance	% of
	Amount	Actual Cash	Unexpended	Reserve
		Disbursements	09/30/18	Year to Date
<u>Expenditures</u>				
2017 Operating Budget Reserves	432,453.80	34,329.15	398,124.65	8%
2016 Operating Budget Reserves	118,000.00	77,535.47	40,464.53	66%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THRU SEPTEMBER 30, 2018**

	2018			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 09/30/18	Actual as a % of Budget To Date
<u>Expenditures</u>				
2018 LSTA Popup Library Grant	40,846.00	20,889.64	19,956.36	51%
2018 MELSA Technology Grant	40,000.00	32,580.00	7,420.00	81%
2016 MELSA Technology Grant	104,000.00	12,530.00	91,470.00	12%
2015 MELSA Technology Grant	100,000.00	99,747.00	253.00	100%
2014 MELSA Technology Grant	271,000.00	255,407.21	15,592.79	94%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THRU SEPTEMBER 30, 2018**

<u>Fund</u>	2018			
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	Cash Balance as of 09/30/18
Rental Book Revenue	25,736.14	11,451.28	7,141.52	30,045.90
Rental DVD Revenue	25,266.50	39,261.15	33,085.24	31,442.41
Library Gift Fund	347,455.07	157,790.36	133,677.67	371,567.76
Roseville Library Capital Campaign Gift Fund	21,193.61	0.00	4,353.65	16,839.96

SUMMARY OF GIFTS RECEIVED

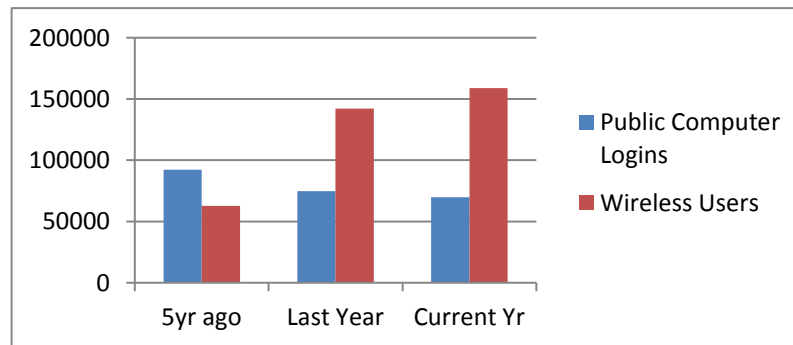
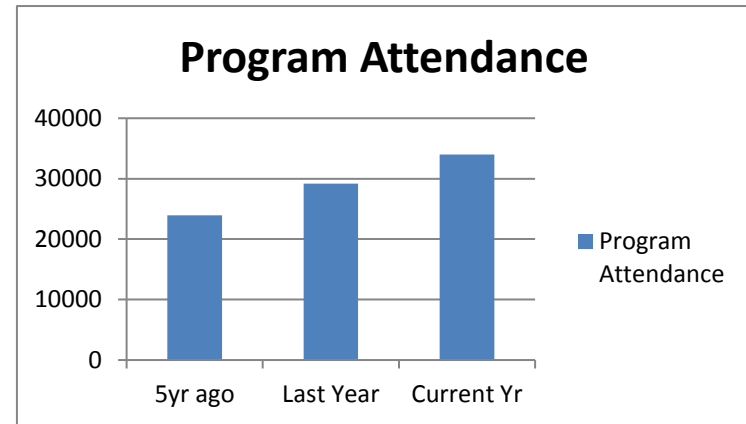
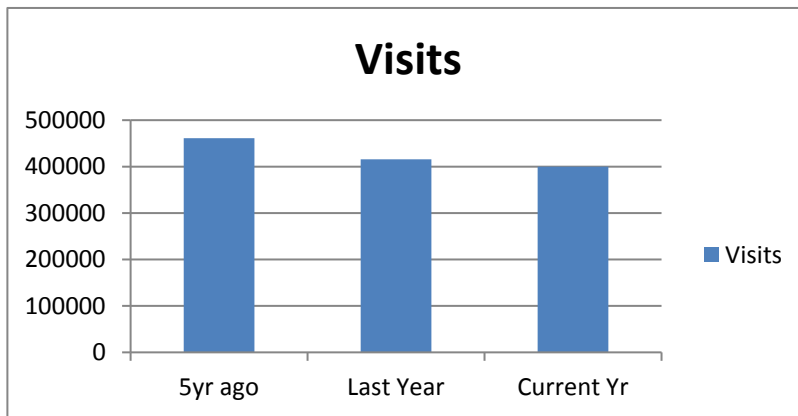
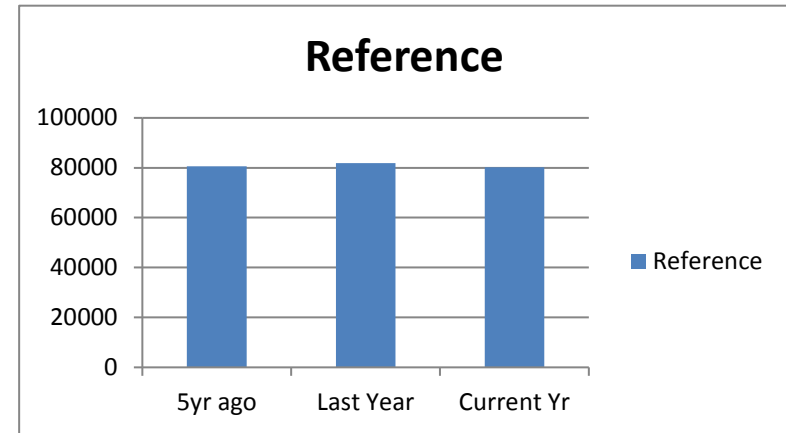
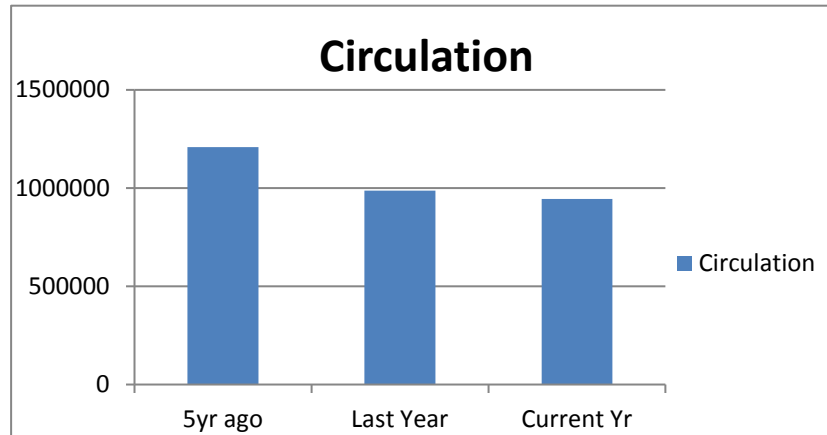
JULY - SEPTEMBER 2018

Donor	Purpose	Branch	Amount
Anonymous Donor	Undesignated	MP	\$20.00
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursement	System	\$1,500.00
		System	\$2,320.00
Friends of the Ramsey County Libraries	Summer Reading Program	System	\$10,000.00
	Technology Literacy/Adult Life Skills	System	\$12,500.00
	Children's Programming	System	\$2,500.00
	Teen Programming	System	\$2,000.00
	Library Newsletter	System	\$3,000.00
	Volunteer Program Development	System	\$2,500.00
	Employee Development	System	\$2,500.00
Richard & Kathleen Zieman	Undesignated	NS	\$30.00
	Undesignated	RV	\$40.25
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursement	System	\$790.00
Friends of the Ramsey County Libraries	Large Print Books	System	\$230.00
	Undesignated	WB	\$300.00
	Melanie Mogg Memorial	RV	\$1,415.00
Friends of the Ramsey County Libraries	Audio Books	System	\$250.00
	Undesignated	SV	\$400.00
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursement	System	\$575.00
TOTAL:			\$42,870.25

Statistical Trends 2018 Third Quarter Report

- Circulation of electronic materials was up 8.7%. Growth in this area had plateaued late last year as the library dropped one e-book platform and funding only allowed purchasing materials at about the same rate that content was expiring. In Quarter 3, electronic materials accounted for more than 11% of total circulation. The Library's collection now includes over 27,000 e-book copies and over 4,000 e-audiobooks. Further access is provided via seamless access to MELSA materials.
- System-wide circulation was down 4.3% overall for Q3, compared to the same period from last year.
- Program attendance continues to rise. Attendance at all library programs was up 16.5% versus Q3 of last year.
- Visits to the library were down 3.8% from third quarter of last year. However, virtual visits to the library's website now exceed physical visits by over 100%.
- Usage of the library's wireless network continues to grow greatly – and was up by 11.8% in just one year. Logins to the library's physical computers have been eroding as usage transitions to wireless networks.

Core Service Trends -- Q3



Branches by Quarter 2018

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	134,895	130,018	138,696		403,609
Mounds View	34,325	35,461	36,206		105,992
New Brighton	55,462	54,228	56,283		165,973
North St. Paul	25,480	23,728	24,076		73,284
Roseville	315,069	310,939	328,224		954,232
Shoreview	142,804	143,070	160,438		446,312
White Bear Lake	67,304	71,474	79,427		218,205
Tech Services	6,275	6,164	5,909		18,348
Remote Renewal		9,745	9,851		
E-circulation	103,231	103,702	105,031		311,964
Total	884,845	888,529	944,141	0	2,717,515

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	48,308	48,627	54,552		151,487
Mounds View	15,826	17,511	18,131		51,468
New Brighton	25,021	25,024	26,668		76,713
North St. Paul	8,424	8,254	8,327		25,005
Roseville	135,612	137,740	150,241		423,593
Shoreview	70,974	73,413	87,066		231,453
White Bear Lake	30,471	34,360	39,763		104,594
Tech Services	965	911	848		2,724
Remote Renewal	2,784	2,476	2,448		7,708
E-circulation					
Total	338,385	348,316	388,044	0	1,074,745

Registrations

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	553	482	604		1,639
Mounds View	176	151	171		498
New Brighton	367	191	210		768
North St. Paul	100	56	79		235
Roseville	1,411	1,312	1,540		4,263
Shoreview	645	424	620		1,689
White Bear Lake	270	299	298		867
Tech Services	243	128	189		560
Remote Renewal					
E-circulation					
Total	3,765	3,043	3,711	0	10,519

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	11,349	10,335	11,752		33,436
Mounds View	5,096	429	5,538		11,063
New Brighton	5,031	3,770	5,044		13,845
North St. Paul	4,472	3,185	4,628		12,285
Roseville	32,916	27,066	35,373		95,355
Shoreview	10,660	10,153	11,557		32,370
White Bear Lake	6,201	5,070	6,318		17,589
Total	75,725	60,008	80,210	0	215,943

Visits

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	72,212	73,916	80,058		226,186
Mounds View	16,057	20,498	19,048		55,603
New Brighton	28,165	25,930	28,489		82,584
North St. Paul	8,840	9,097	8,843		26,780
Roseville	145,268	150,055	149,630		444,953
Shoreview	63,936	64,134	72,931		201,001
White Bear Lake	34,603	37,199	41,004		112,806
Total	369,081	380,829	400,003	0	1,149,913

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	219	211	237		667
Mounds View	50	52	35		137
New Brighton	0	0	0		0
North St. Paul	0	0	0		0
Roseville	253	290	231		774
Shoreview	297	221	186		704
White Bear Lake	62	44	57		163
Total	881	818	746	0	2,445

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	13,576	16,395	15,581		45,552
Mounds View	2,380	2,572	2,913		7,865
New Brighton	5,066	5,507	5,075		15,648
North St. Paul	1,594	1,860	1,476		4,930
Roseville	28,381	32,944	31,892		93,217
Shoreview	7,543	8,284	8,369		24,196
White Bear Lake	3,766	4,524	4,367		12,657
Total	62,306	72,086	69,673	0	204,065

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	12,263	13,297	14,153		39,713
Mounds View	2,067	2,204	2,916		7,187
New Brighton	4,334	3,955	3,879		12,168
North St. Paul	1,369	1,395	1,330		4,094
Roseville	28,314	28,465	30,075		86,854
Shoreview	6,113	6,371	6,653		19,137
White Bear Lake	3,172	3,464	3,486		10,122
Total	57,632	59,151	62,492	0	179,275

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	25,835	25,886	28,665		80,386
Mounds View	1,598	2,010	2,294		5,902
New Brighton	5,357	4,929	5,631		15,917
North St. Paul	1,590	1,172	1,504		4,266
Roseville	87,725	88,742	90,270		266,737
Shoreview	21,499	21,092	24,582		67,173
White Bear Lake	5,833	6,378	5,848		18,059
Total	149,437	150,209	158,794	0	458,440

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	521.10	655.55	472.40		1,649.05
Mounds View	63.50	100.95	110.10		274.55
New Brighton	138.45	149.70	131.50		419.65
North St. Paul	20.50	35.00	30.50		86.00
Roseville	1,916.01	1,549.32	2,187.38		5,652.71
Shoreview	642.20	637.85	613.65		1,893.70
White Bear Lake	255.75	242.00	254.00		751.75
Administration					0.00
Technical Services					0.00
Friends					0.00
Total	3,557.51	3,370.37	3,799.53	0.00	10,727.41

Children's programs**Children's program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	44	52	30		126	2,102	2,720	2,144		6,966
Mounds View	52	65	59		176	1,043	1,037	1,729		3,809
New Brighton	36	39	34		109	1,264	1,607	1,927		4,798
North St. Paul	59	68	30		157	1,435	2,037	1,757		5,229
Roseville	92	102	97		291	3,803	5,894	8,272		17,969
Shoreview	49	66	47		162	3,266	1,652	4,918		9,836
White Bear Lake	52	64	48		164	1,749	3,325	3,129		8,203
Admin					0					0
Total	384	456	345	0	1,185	14,662	18,272	23,876	0	56,810

Teen programs**Teen program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	141	31	70		242	836	616	1,447		2,899
Mounds View	1	1	3		5	3	40	66		109
New Brighton	0	0	4		4	0	0	116		116
North St. Paul	0	0	1		1	0	0	33		33
Roseville	124	92	130		346	854	1,884	2,623		5,361
Shoreview	62	39	65		166	325	944	659		1,928
White Bear Lake	2	3	5		10	0	641	135		776
Admin					0					0
SRP					0					0
Total	330	166	278	0	774	2,018	4,125	5,079	0	11,222

Adult programs**Adult program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	65	75	55		195	706	439	62		1,207
Mounds View	15	27	20		62	109	203	77		389
New Brighton	6	16	12		34	46	287	20		353
North St. Paul	4	2	1		7	44	73	5		122
Roseville	160	145	127		432	3,204	2,831	1,183		7,218
Shoreview	55	58	50		163	476	620	49		1,145
White Bear Lake	47	28	36		111	526	427	126		1,079
Admin		8	10		18			95		95
Winter Reading					0					0
Total	352	359	311	0	1,022	5,111	4,880	1,617	0	11,608

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	660,932	587,860			257,805	222,811			3,019	2,626		
Mounds View	182,935	162,924		-100.0%	89,330	76,672			307	343		
New Brighton	254,756	235,549		-100.0%	115,289	104,881			704	950		
North St Paul	114,144	113,961		-100.0%	39,504	38,820			107	91		
Roseville	1,460,075	1,341,748		-100.0%	644,003	587,868			8,278	7,332		
Shoreview	481,827	561,262		-100.0%	218,847	283,552			2,733	2,247		
White Bear Lake	309,665	293,213		-100.0%	143,919	136,827			999	1,076		
E-material	362,326	370,022		-100.0%								
Other					15,699	12,450			7,670	7,505		
Support Services	24,258	23,189			3,449	3,464						
System Quarter 1	986,142	926,137	884,845	-4.5%	401,213	362,999	338,385	-6.8%	3,844	3,764	3,558	-5.5%
System Quarter 2	977,715	919,921	888,529	-3.4%	393,008	368,917	348,316	-5.6%	4,182	3,542	3,370	-4.9%
System Quarter 3	1,016,753	986,977	944,141	-4.3%	420,592	407,186	388,044	-4.7%	3,980	3,754	3,800	1.2%
System Quarter 4	870,308	856,693			337,332	328,243			3,774	3,600		
Annual Total	3,850,918	3,689,728			1,527,845	1,467,345			23,450	22,171		

Express checkout percentages

Visits

Meeting room use by outside groups

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	91.6%	90.2%			334,487	312,742			820	808		
Mounds View	84.8%	85.5%			74,873	68,664			92	92		
New Brighton	91.4%	89.7%			107,051	106,415			0	0		
North St Paul	63.0%	63.2%			38,944	38,079			0	0		
Roseville	88.6%	87.7%			673,549	612,544			944	1,027		
Shoreview	85.1%	90.1%			192,908	251,411			153	759		
White Bear Lake	89.5%	88.8%			152,843	149,386			149	172		
System Quarter 1	85.1%	84.1%	84.0%	-0.1%	381,307	373,663	369,081	-1.2%	541	528	881	66.9%
System Quarter 2	86.0%	85.4%	85.1%	-0.3%	408,731	396,743	380,829	-4.0%	568	710	818	15.2%
System Quarter 3	86.3%	86.1%	86.3%	0.2%	431,913	415,758	400,003	-3.8%	550	754	746	-1.1%
System Quarter 4	81.9%	84.4%			352,722	353,077			499	803		
Annual Average	84.8%	85.0%			1,574,673	1,539,241			2,158	2,858		

Public computer logins**Hours of computer use****Wireless users**

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	65,797	63,359			64,553	61,123			99,324	111,717		
Mounds View	10,290	10,122			9,711	9,014			6,395	6,849		
New Brighton	21,857	21,726			18,286	18,357			14,742	20,239		
North St Paul	7,648	7,253			6,755	5,952			3,802	5,283		
Roseville	129,966	125,275			125,394	122,310			292,886	352,376		
Shoreview	19,504	30,051			15,414	24,008			27,444	87,006		
White Bear Lake	17,253	16,564			14,017	13,863			22,392	26,989		
System Quarter 1	69,027	66,213	62,306	-5.9%	65,193	62,745	57,632	-8.1%	100,016	155,492	149,437	-3.9%
System Quarter 2	69,097	70,279	72,400	3.0%	64,316	64,167	59,519	-7.2%	112,208	158,088	150,209	-5.0%
System Quarter 3	72,595	74,674	69,673	-6.7%	66,935	68,463	62,492	-8.7%	121,074	142,025	158,794	11.8%
System Quarter 4	61,596	63,184			57,686	59,252			133,687	154,854		
Annual Total	272,315	274,350			254,129	254,627			466,985	610,459		

Reference**Registrations****Hours open**

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	50,349	53,339			2,864	2,598		-100.0%	3,177	3,158		
Mounds View	14,209	16,575			806	843			1,757	1,758		
New Brighton	19,409	21,151			1,006	891			2,168	2,246		
North St Paul	17,459	14,391			1,000	546			1,771	1,764		
Roseville	125,593	126,308			7,555	5,660			3,184	3,171		
Shoreview	29,991	44,369			1,503	2,175			2,249	3,003		
White Bear Lake	18,850	19,370			1,415	1,275			2,259	2,249		
Technical Services					737	707						
System Quarter 1	72,254	72,280	75,725	4.8%	4,715	3,399	3,765	10.8%	4,142	4,138	4,353	5.2%
System Quarter 2	61,360	66,950	60,008	-10.4%	3,474	3,371	3,043	-9.7%	4,315	4,436	4,419	-0.4%
System Quarter 3	78,988	81,913	80,210	-2.1%	4,590	3,982	3,711	-6.8%	4,204	4,448	4,400	-1.1%
System Quarter 4	63,258	74,360			4,107	3,943			3,904	4,327		
Annual Total	275,860	295,503			16,886	14,695			16,565	17,349		

Website visits**Holds placed****E-materials circulated**

	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Quarter 1	460,613	746,417	794,535	6.4%	124,604	116,150	112,179	-3.4%	94,933	90,397	103,231	14.2%
Quarter 2	453,119	784,498	906,282	15.5%	120,340	103,147	107,060	3.8%	89,112	88,570	103,702	17.1%
Quarter 3	493,734	805,926	879,239	9.1%	118,043	111,877	113,825	1.7%	91,540	96,609	105,031	8.7%
Quarter 4	671,176	813,884			105,744	103,767			86,731	94,446		
Annual Total	2,042,513	3,150,725			468,731	434,941			362,316	370,022		

Incoming ILL**Outgoing ILL****Value of gifts added**

	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Quarter 1	4,288	4,304	4,172	-3.07%	5,743	5,391	5,395	0.07%	\$22,038.58	\$4,074.60	\$24,047.63	490.2%
Quarter 2	4,092	4,101	4,031	-1.71%	5,359	4,703	5,337	13.48%	\$27,227.07	\$2,411.10	\$8,801.45	265.0%
Quarter 3	4,125	4,010	4,181	4.26%	5,625	4,828	4,915	1.80%	\$20,854.77	\$8,667.45	\$6,849.85	-21.0%
Quarter 4	3,769	3,861			4,161	4,948			\$17,065.19	\$17,913.50		
Annual Total	16,068	16,276			20,493	19,870			\$87,185.61	\$33,066.65		

Request for Library Board Action

Meeting Date
October 17, 2018

Action Requested
Information and
Discussion

Presented By
Julie Neville,
Senior Building Services Mgr.

SUBJECT:

Incident Reports

BACKGROUND:

Of the 48 incidents reported during the third quarter of 2018, 18 were for inappropriate behavior, with Maplewood and Roseville reporting the most incidents. A number of patron injuries were also reported, which staff will continue to monitor.

BOARD ACTION REQUESTED:

For information and discussion.

Incident Report Comparison First Quarter				
	2015	2016	2017	2018
New Brighton	0	2	1	0
Maplewood	9	12	1	6
Mounds View	5	1	1	1
North St. Paul	2	0	0	0
Roseville	12	20	14	16
Shoreview	1	6	3	1
White Bear Lake	0 (closed)	0	1	2
	29	41	21	26

Incident Report Comparison Second Quarter				
	2015	2016	2017	2018
New Brighton	4	0	0	0
Maplewood	18	14	6	8
Mounds View	4	2	2	0
North St. Paul	2	1	1	1
Roseville	22	18	10	11
Shoreview	3	2	4	5
White Bear Lake	9	5	4	3
	62	42	27	28

Incident Report Comparison Third Quarter				
	2015	2016	2017	2018
New Brighton	5	1	2	1
Maplewood	9	20	11	11
Mounds View	6	1	2	0
North St. Paul	3	0	0	0
Roseville	28	18	6	24
Shoreview	14	1	4	6
White Bear Lake	6	4	10	6
	71	45	35	48

Incident Report Comparison Fourth Quarter				
	2015	2016	2017	2018
New Brighton	3	2	2	
Maplewood	8	15	9	
Mounds View	6	1	2	
North St. Paul	0	0	1	
Roseville	31	16	14	
Shoreview	4	7	9	
White Bear Lake	6	0	2	
	58	41	39	

Totals	220	169	122	102
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Request for Library Board Action

Meeting Date

July 18, 2018

Action Requested

Approval

Presented By

 Jill Boldenow,
 Library Director

SUBJECT:

2019 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 2019 Holiday Calendar as proposed.

2019 HOLIDAY CALENDAR	
Holiday	Status
New Year's	Open Monday, December 31 until 5 p.m. Closed Tuesday, January 1
Martin Luther King Jr. Day	Closed Monday, January 21
Presidents' Day	Closed Monday, February 18
Staff Inservice Day	Closed Thursday, April 4*
Easter	Closed Sunday, April 21*
Memorial Day	Closed Monday, May 27
Independence Day	Closed Thursday, July 4
Labor Day	Closed Monday, September 2
Staff Inservice Day	Closed Monday, October 21*
Veterans' Day	Closed Monday, November 11
Thanksgiving	Closed Thursday, November 28 Open Friday, November 29 Administration & Technical Services Closed**
Christmas	Closed Tuesday, December 24* Closed Wednesday, December 25
New Year's	Open Tuesday, December 31 until 5 p.m. Closed Wednesday, January 1, 2020

* 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 17, 2018

Action Requested
Approval

Presented By
**Jill Boldenow,
 Library Director**

SUBJECT:

Ramsey County Library Strategic Plan 2019-2021

BACKGROUND:

As per bylaws, the Ramsey County Library Board, in conjunction with the Library Director and Library staff, does strategic planning to assure that the Ramsey County Library will continue to meet the information needs of its community in the years to come. To that end, the Board and staff have been engaged for several months to produce a new strategic plan. This plan will dovetail with the Library's updated Facilities Master Plan and Technology Plan, which will be completed in upcoming months.

In this process, the Library Board has assessed Ramsey County goals and strategic priorities, Library performance measures, community surveys, and a SWOT analysis of internal and external factors. The proposed Ramsey County Library Strategic Plan 2019-2021 identifies high level strategic priorities and guiding principles. The draft plan synthesizes the Board's recent feedback.

BOARD ACTION REQUESTED:

To approve the Ramsey County Library Strategic Plan 2019-2021.

Ramsey County Library

Strategic Plan 2019–2021

Mission

CONNECT community, INSPIRE curiosity, CULTIVATE learning.

Strategic Priorities

- 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.

Guiding Principles

Welcoming and Open to All

Engage and serve the whole spectrum of our community.

Equitable and Inclusive

Embed equity and inclusion in all aspects of our operations.

Free

Offer spaces, services and collections with no usage fee.

Bold and Fun

Foster creativity, innovation and engagement.

Relevant

Adapt to the changing needs of our community.

Accountable and Resourceful

Steward public resources wisely.

Request for Library Board Action

Meeting Date
October 17, 2018

Action Requested
Information and Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Library Facility Master Planning – MSR Design

BACKGROUND:

In 2008, the Library commissioned a Facility Master Plan spanning from 2008-2018. Plan implementation resulted in several Library construction and expansion projects as well as automation improvements.

The Library's level of business strains its resources—buildings, staff, collections, technology, furniture, and equipment. System conditions have changed since 2008 to warrant a new Facility Master Plan to guide the Library for the next decade. Similar to the previous plan, this report will be a holistic study of community, system, and facility needs. In particular, the report will provide a furniture refurbishment plan, which the previous master plan recommended. The new Master Plan will also weave in the pre-design study for RCL-Maplewood that was completed in Q2, 2018, based on serious concerns.

Ramsey County Property Management and Ramsey County Library commissioned MSR Design to produce the new Library Facility Master Plan. This work began in August, 2018, and will conclude in early 2019.

Today, we welcome Susan Morgan, Architect (AIA, LEED AP BD+C) at MSR Design, to present about the planning process and progress to date.

The discussion will also highlight upcoming public engagement opportunities. We invite Library Board members to leave feedback on a display at their library, take an online survey, table at a library with the Library Director, or attend a listening session. Sessions take place on Saturday, November 10, 1:30-2:30 p.m. at RCL-Mounds View; and Monday, November 19, 6:00-7:00 p.m. at RCL-Maplewood.

BOARD ACTION REQUESTED:

For information and discussion.

Request for Library Board Action

Meeting Date
October 17, 2018

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.

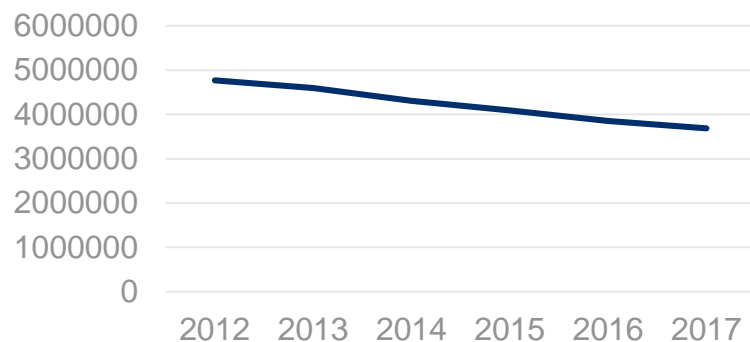
Ramsey County Library Benchmarking

The Basics

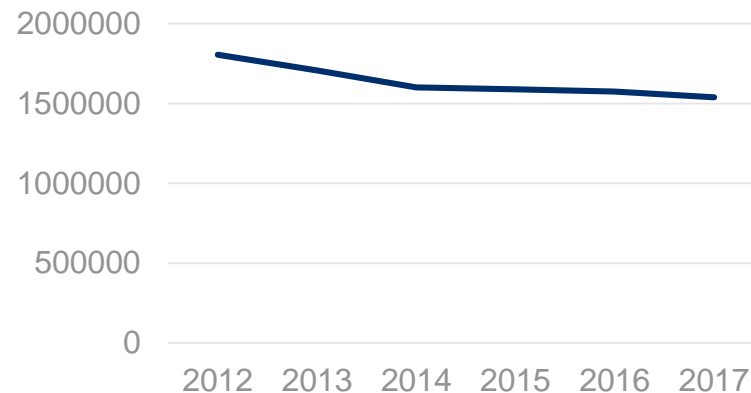
- Circulation
3,689,728
- Visits
1,539,241
- Program Attendance
105,276
- Cardholders
274,231

6 year trends

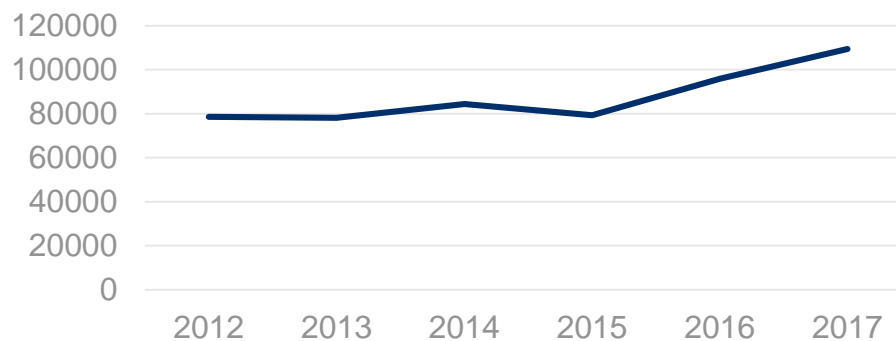
Circulation



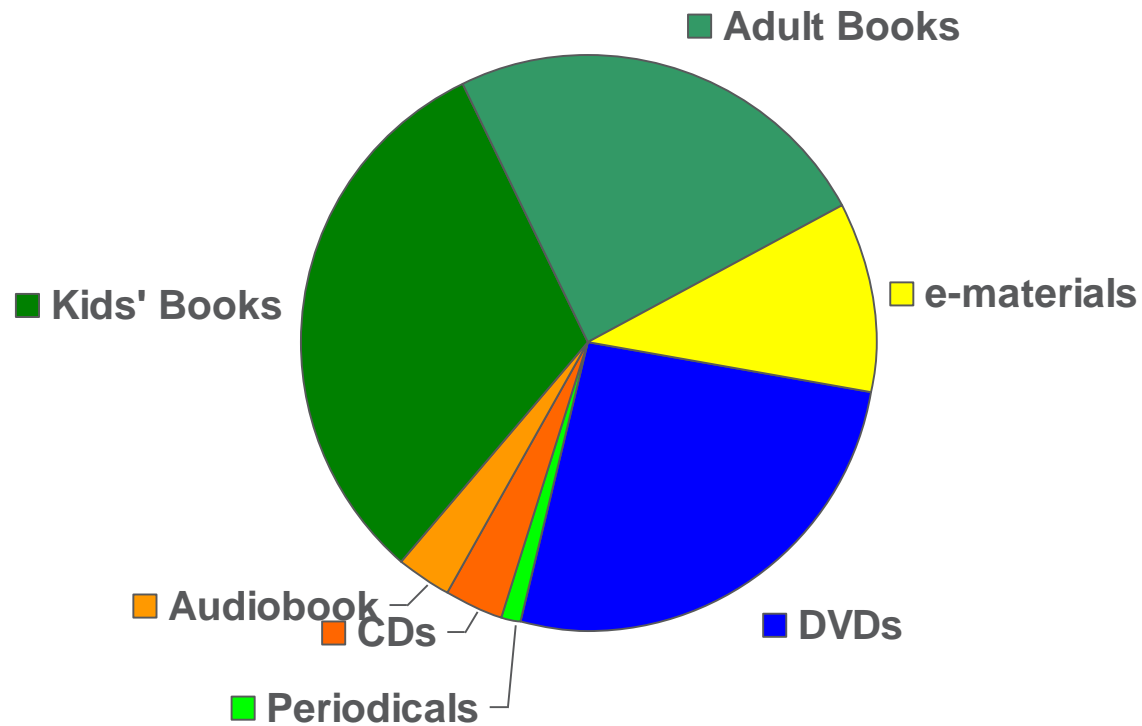
Visits



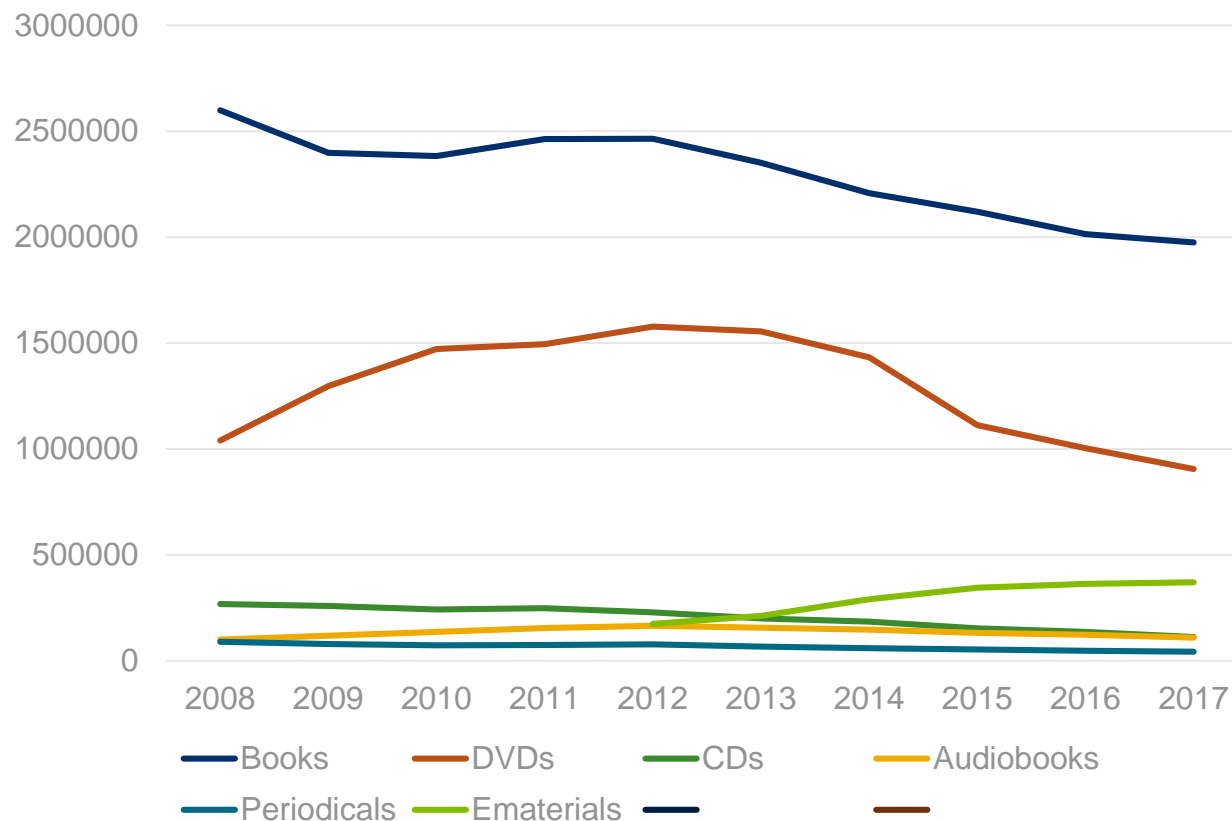
Program Attendance



Usage by item type



Circulation by Item Type



Peer Libraries

- Boise Public, ID
- Capital Area District Libraries, MI
- Frederick County Public Libraries, MD
- Kitchener Public Library, ON
- Kitsap Regional Library, WA
- Lake County Public Library, IN
- North Central Regional Library, WA

Revenue per Capita

St Paul	\$67.17
Hennepin	\$65.32
Ramsey	\$49.96
Peer Libraries	\$47.15
Carver	\$45.27
MELSA Average	\$41.93
Washington	\$33.63
Dakota	\$30.82
Scott	\$26.00
Anoka	\$25.31



Collection Expenditures per Capita



Hennepin	\$7.38
Peer Libraries	\$6.40
Carver	\$5.24
Dakota	\$5.03
MELSA Average	\$4.55
St Paul	\$4.39
Ramsey	\$4.35
Washington	\$3.68
Anoka	\$3.12
Scott	\$3.03

Circulation per Capita

Ramsey	17.2
Hennepin	14.6
Carver	13.6
Dakota	12.3
Peer Libraries	10.9
St Paul	10.8
MELSA Average	10.8
Washington	9.6
Anoka	8.0
Scott	6.6



Visits per Capita



St Paul	7.14
Ramsey	6.46
Carver	5.03
Peer Libraries	4.83
Hennepin	4.35
MELSA Average	4.30
Dakota	4.17
Washington	3.55
Scott	3.48
Anoka	2.40

Collection Turnover

Dakota	6.74
Ramsey	6.65
Anoka	5.77
Washington	5.26
Carver	5.02
MELSA Average	4.93
Hennepin	4.90
Peer Libraries	4.47
Scott	4.14
St Paul	2.67



Program Attendance per Capita

St Paul	0.50
Ramsey	0.46
Peer Libraries	0.46
Carver	0.32
MELSA Average	0.25
Scott	0.24
Dakota	0.22
Washington	0.20
Hennepin	0.17
Anoka	0.17



Circulation per Staff FTE

Ramsey	40,428
Dakota	39,829
Carver	31,630
Anoka	30,391
Washington	29,138
MELSA Average	29,111
Hennepin	28,941
Scott	26,340
Peer Libraries	20,705
St Paul	17,509



Circulation per square ft

Washington	26.87
Ramsey	25.65
Dakota	22.78
Anoka	21.17
Carver	18.45
Peer Libraries	17.53
Heppening	16.39
MELSA Average	14.70
St Paul	10.96
Scott	7.79

Visits per square ft

Washington	9.91
Ramsey	9.63
Peer Libraries	7.78
Dakota	7.71
St Paul	7.24
Carver	6.85
Anoka	6.38
MELSA Average	5.87
Hennepin	4.89
Scott	4.11



library visits per capita

circulation per capita

circulation of electronic materials per capita

program attendance per capita

public Internet computer use per capita

Questions?

Request for Library Board Action

Meeting Date
October 17, 2018

Action Requested
Information Only

Presented By
Cyndi Cook,
Friends' Director

SUBJECT:

Friends of the Library Overview

BACKGROUND:

Cyndi Cook, Executive Director of the Friends of the Ramsey County Libraries, will attend the October Library Board meeting to give an overview of the Friends organization.

BOARD ACTION REQUESTED:

For information and discussion.

Branch Library Report

Maplewood



October, 2018

Report to the Library Board

TRENDS IN THE SERVICE AREA

- Students of color constitute 41% of District 622's student population, with 47% eligible for free or reduced price lunches.
- 35 different languages are spoken in the homes of district students.

LIBRARY ISSUES AND SERVICE TRENDS

- In response to serious concerns, including acoustic and sightline issues, the Library and Property Management completed a pre-design plan of solutions in Q2. We hope to implement recommendations after completing a Facility Master Plan.
- The library is seeing an increase in patrons experiencing homelessness, and staff are working with county, city, and nonprofit agencies on responses.
- The Cafeine Thai Café closed in early 2018. We are seeking potential new tenants and considering other uses of this valuable space.

LIBRARY SERVICES AND EVENTS

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

- Family storytime and baby storytime
- Paws to Read
- Teen makerspace, gaming, and Library After Dark programs
- Weekly Community Resource Advocates drop-in program
- Monthly adult book club
- Drop-in computer and tech help sessions
- MNsure navigation assistance and tax help
- Friends Used Book Store
- Smart Play Spot featuring early literacy installations from MN Children's Museum

What is special and important about the library

- Community Resources Advocates program continues to serve at-risk patrons with referrals to housing, mental health care, financial assistance, and other needs.
- We welcomed Teen Librarian Erica Redden this year. Amy Boese, the previous Teen Librarian, went to RCL-Roseville and became the system Teen Coordinator.
- We completed year two with the MN Department of Education Summer Food Service Program, serving approximately 1,600 lunches between June and September 2018. We began serving after-school snacks this fall.

Key Partnerships

- AARP (Tax Aid)
- People, Incorporated (Community Resource Advocates Program)
- School Districts 622 and 624
- AmeriCorps (CTEP program)
- City of Maplewood
- Youthprise (Summer and school-year meals)
- Ramsey County Workforce Solutions (U LEAD youth summer employment)

MAPLEWOOD AT A GLANCE

YEAR BUILT	2007
SQUARE FEET	31,000
DAYS OPEN	Mon-Thu 10-9 Fri-Sat 10-5 Sun 12-5
HOURS/WEEK	63

NUMBER OF PUBLIC COMPUTERS	63
COLLECTION SIZE	110,756

STAFF FTE	16.19
TOTAL STAFF	24
VOLUNTEER HOURS	2,626

	2014	2015	2016	2017
TOTAL CIRCULATION	881,142	758,373	660,932	587,860
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	342,456 39%	297,408 39%	257,805 39%	222,811 38%
REFERENCE	49,647	52,845	50,349	53,339
COMPUTER HOURS USED	82,687	72,870	64,553	61,123
WIRELESS USERS	53,852	90,738	99,324	111,717
ANNUAL VISITS	392,856	358,961	334,487	312,742
CHILDREN'S PROGRAM ATTENDANCE	11,800	10,585	12,071	11,801
ADULT PROGRAM ATTENDANCE	296	2,726	1,345	1,441

Ramsey County Library in the news:

- 9/16 Pioneer Press: Letters: Our St. Paul library system is a treasure. But there are rules
<https://www.twincities.com/2018/09/16/letters-our-st-paul-library-system-is-a-treasure-but-there-are-rules/>
- 10/1 White Bear Press: Photographer and filmmaker tells 'A Roseville Story'
<http://www.lillienews.com/articles/2018/10/01/photographer-and-filmmaker-tells-%E2%80%98roseville-story%E2%80%99>
- 10/1 White Bear Press: Better Angels Red/Blue Workshop
<http://www.lillienews.com/articles/2018/10/01/better-angels-redblue-workshop>
- 10/2 White Bear Press: Gallery 96 going strong 20 years on
<http://www.lillienews.com/articles/2018/10/01/photographer-and-filmmaker-tells-%E2%80%98roseville-story%E2%80%99>
- 10/9 KSTP: Bus Line Planned for St. Paul, White Bear Lake Takes Step Forward
<https://kstp.com/traffic/bus-line-planned-for-st-paul-white-bear-lake-takes-step-forward-rush-line/5102162/>

FaceBook:

Check-in

East Side Freedom Library shared their event — at Ramsey County Library
September 11 at 9:22 AM Roseville, MN · 🌐

We are very pleased to be joining the work of Ramsey County Library to bring the best in literature, culture and increasingly relevant conversations to people all over! We look forward to seeing you at ESFL and the libraries of the Ramsey County system. Join us next Tuesday at Shoreview and look for many more events in the coming months!



SHANNON GIBNEY
DREAM COUNTRY

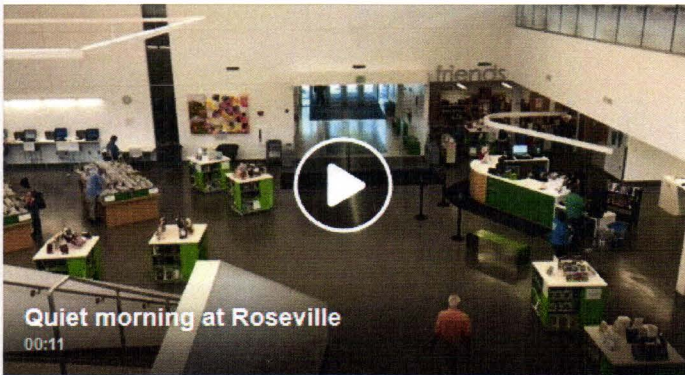
TUE, SEP 18
Shannon Gibney - "Dream Country" at Shoreview Library
Shoreview library · Shoreview, MN
👤 24 Went · 115 Interested

👤 Ramsey County Library, Susan Rose, Ken Ring and 3 others

👍 Like 💬 Comment 📌 Save

Ramsey County Library
Published by Pa Na Lor (?) · September 13 at 11:35 AM · 🌐

Today was a rather quiet morning at Roseville.



Quiet morning at Roseville
00:11

992 People Reached **37** Engagements **271** Clicks [Boost Post](#)

👤 Karen L Bracht, Heidi Armstrong Temple and 30 others

Ramsey County Library shared a post
Published by Pa Na Lor [?] · September 19 at 12:42 PM ·

On Monday, Ramsey County Library joined the City of Shoreview and the Shoreview Human Rights Commission in welcoming 68 new Americans, from 26 different countries. Congratulations!



City of Shoreview, MN (Local Government)

September 17 at 3:45 PM ·

This morning we celebrated Constitution Day by welcoming 68 new Americans, from 26 different countries, at a naturalization ceremony. Congratulations to our newest citizens!

398 People Reached **83** Engagements **113** Clicks [Boost Unavailable](#)

[Toby Oberg](#), [Shelly Johnson Hutchcroft](#) and 78 others · 2 Comments · 1 Share

Ariel Kirst Woo hoo! Welcome!! we are so glad you are all here!!
[Like](#) [Reply](#) [Message](#) 2w

Barb Nickelsen Congratulations!
[Like](#) [Reply](#) [Message](#) 2w

[Mention](#)

McCarrons Community shared Bob Murphy's post
September 22 at 9:05 AM ·

Saturday, September 22, 1pm, 2180 Hamline & Co Rd B, Roseville, Ramsey County Library



Bob Murphy ▶ Featured Artist: **Bob Murphy**
September 21 at 2:58 PM ·

Featured Artist Bob Murphy will give a talk about growing up in Roseville and how it influenced his work as a photographer. Saturday, Sept 22, 1pm at the Ramsey County Library, 2180 Hamline, Roseville.

[Ramsey County Library](#)

[Like](#) [Comment](#) [Share](#)

Ramsey County Library
Published by Pa Na Lor [?] · September 24 at 9:15 AM ·

It's Banned Books Week! Happy reading everyone.



[ALA.ORG](#)

Top Ten Most Challenged Books Lists

The American Library Association condemns censorship and works to...

2,917 People Reached **79** Engagements **247** Clicks [Boost Post](#)

[Nikki Ferden](#), [Maggie Conway](#) and 33 others · 4 Comments · 18 Shares

Most Relevant ▾

Mary K Weinhausen Who does the banning and this post makes me think you're celebrating something. What exactly is your point? I'm curious. Which also means I'm opposed to banning books.

[Like](#) [Reply](#) [Message](#) 2w

Ramsey County Library Every year, the American Library Association Office for Intellectual Freedom (OIF) compiles a list of the Top Ten Most Challenged Books in order to inform the public about censorship in libraries and schools. Banned Books Week is an annual awareness campaign promoted by the American Library Association and Amnesty International, that celebrates the freedom to read.

[Like](#) [Reply](#) [Commented on by Pa Na Lor \[?\]](#) 2w

Mary K Weinhausen Ramsey County Library Thanks for your response! [Like](#) 1

[Like](#) [Reply](#) [Message](#) 2w

[Write a reply...](#) [Emoji](#) [GIF](#) [More](#)

Barb Nickelsen To Kill a Mockingbird is my favorite book!
[Like](#) [Reply](#) [Message](#) 2w

Vicky Larson It's a celebration of free speech and the right to read whatever you want.

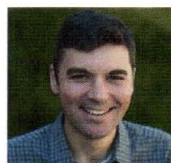
[Like](#) [Reply](#) [Message](#) 2w

Barbara Skoglund The U.S. Constitution should be on the list!
[Like](#) [Reply](#) [Message](#) 2w

[Mention](#)

Club Book
September 20 at 12:33 PM ·

Join us Wednesday at Ramsey County Library as we host Eli Saslow, Pulitzer Prize- winning journalist writing on the resurgence of white nationalism and how to combat it.



[CLUBBOOK.ORG](#)

Club Book | Eli Saslow

Wednesday, September 26 at 7 PM Ramsey County Library – Roseville 2180 Hamline Avenue N, Roseville Eli Saslow is a Pulitzer Prize- winning journalist, and a leading voice in the discourse around resurgent white nationalism and how to

[Learn More](#)

[Ramsey County Library](#), [Andrea Anderson](#), [Amber Reed](#) and 13 others

10 Shares

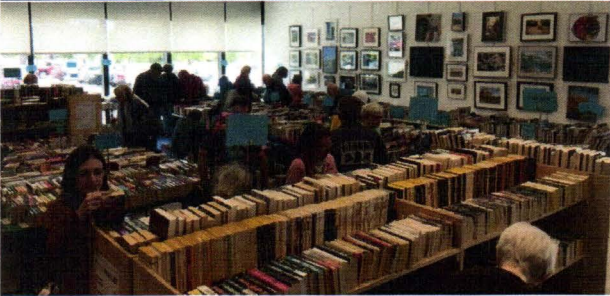
[Like](#) [Comment](#) [Share](#)

Mention

Friends of the Ramsey County Libraries added 2 new photos
September 25 at 12:21 PM · 🌐

✓ Liked as Your Page ▾

Our huge used book sale just opened! Check it out at the Ramsey County Library in Shoreview 4550 N. Victoria Street. Proceeds support Ramsey County Library.
Sale hours:
• 12 p.m. to 8:30 p.m. Wednesday, September 26
• 10 a.m. to 8:30 p.m. Thursday, September 27
• 10 a.m. to 4:30 p.m. Friday, September 28... See More



Ramsey County Library, Mary Haider Larson, Caitlin Carroll and 13 others

2 Comments · 4 Shares

Like

Comment

Share

🔗

Oldest ▾

Danielle Robb Is it cash only?

Like Reply 1w

Pam Bendel I would love to go to this sale!

Like Reply 1w

Check-in

Michael Lewis is 🌟 feeling positive with Nathan Lewis at Ramsey County Library.
October 6 at 2:38 PM · Roseville, MN · 🌐

With my "new" vehicle.



Terri Abrecht-Schmitt, Kristi Crouch and 12 others

3 Comments

Like

Comment

Share

🔗

Tracy Brewster-Hagg Hi Nathan! Mom and I love you. Mom's phone is broken.
Like Reply 3d

Randy Mullin Very Nice
Like Reply 3d

Marie Lewis Very nice
Like Reply 3d

Mention

CTV North Suburbs
October 5 at 8:54 AM · 🌐

✓ Liked as Your Page ▾

CTV's John Camitsch visits with Judy Woodward, with Ramsey County Library before her series on the 14th Amendment begins. Judy organizes speakers for the Tuesday with a Scholar series in conjunction with the Other Lifelong Learning Institute of the University of Minnesota(Olli) group.



Ramsey County Library, Margaretha Beach, Craig S. Wilson and Sally Peters

1 Share

Like

Comment

Share

🔗

Mention

Rush Line BRT
27 mins · 🌐

Like as Your Page

This week, you can stop by the meeting room at Ramsey County Library - White Bear Lake to meet with project staff for informal conversations about the Rush Line Bus Rapid Transit project - including the potential station in downtown White Bear Lake. Light refreshments will be provided.

RAMSEY COUNTY

CONTENT.GOVDELIVERY.COM

Drop in discussions scheduled Oct. 11 and 12 in White Bear Lake

Stop by the meeting room at Ramsey County Library - White Bear Lake to meet with project staff about the Rush Line Bus Rapid Transit project - including the potential station in downtown White Bear Lake.

Ramsey County Library

Like

Comment

Share

🔗

Twitter:



MELSA @MELSA_Minnesota · Sep 13

This is true for every county public library in the Twin Cities metro area! There are so many ways to get involved and support your public library. @AnokaCoLibrary @CarverCoLibrary @dakotalib @hdib @rdreads @stpaullibrary @ScottLib_MN @WashCoLib



Hennepin County Jobs @HennepinJobs

Do you love our libraries? Did you know we are currently accepting applications for volunteers? Learn more: hdib.org/about/support/... @hdib



4



15



CG Drews @PaperFury · Sep 13

FUN THINGS TO DO IN A LIBRARY

- run away and live there forever
- be the patron ghost and protect your library
- be one with the shelves
- people will sacrifice bagels to you
- you helpfully find miss-shelved books
- when someone says "get rid of libraries", you haunt them



23



843



2.6K



BookManiaLinda

@LindaWonder

Following

Replying to @PaperFury

Ooh sounds to me like you would love *A Properly Unhaunted Place* by @williealex this is so you. Also, all libraries should purchase Will's book AND *A Thousand Perfect Notes!* @rdreads @hclib @stpaullibrary

8:56 PM · 13 Sep 2018 from Maplewood, MN

1 Retweet 7 Likes



1



1



7



Tweet your reply



William Alexander @williealex · Sep 14

Replying to @LindaWonder @rdreads and 3 others

May we all get to become library ghosts.



1



1



7



BookManiaLinda @LindaWonder · Sep 15

Oh yes please! New Life Goal!



3



3



Andrea Yoch @ayoch · Sep 13

Actually went to the library today @rdreads - what a forgotten pleasure. #emptynest



1



5



Ruff Start Rescue @ruffstartrescue · Sep 13

RSR Alum Georgia came up in 2017 from an overcrowded shelter in Texas.

She now is a volunteer dog and you can hang out with her at the @rdreads and practice your reading!

Way to go Georgia!!!

#dogreading #dogbooks #volunteerdog

Read to Georgia

Ramsey County Library--Maplewood



Georgia is looking for school-aged kids to read to her! Sign up for a 20 minute time-slot to work on your child's reading skills in a low stress environment.

6:00-7:00 Wednesdays

September 26
October 3, 10, 24
November 7, 14, 28

To register, stop by the library or call 651-724-6068



2



6





Wil McMillen @WilMcMillen · Sep 15

Gathering up books and avoiding the 90-degree-high-humidity-late-September Minnesota weather. @rcldreads

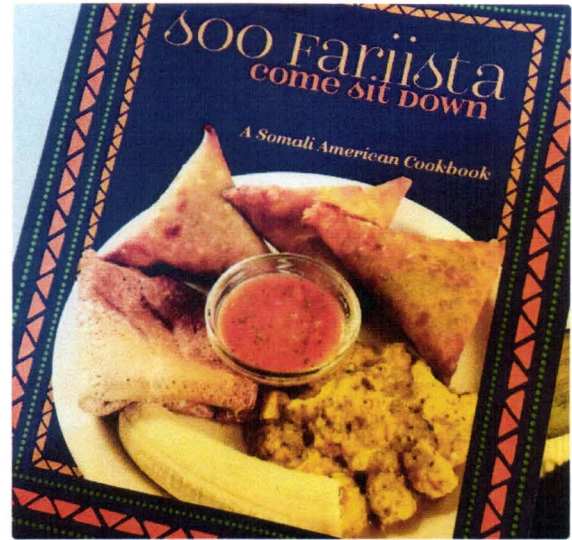


1 Like



studioloraine @studioloraine · Sep 21

Excellent book! 🌟 Somali American Cookbook "Soo Fariista: Come Sit Down" published by the Minnesota Historical Society Press @MNHSPress @SomaliMuseumMN (thanks to @MPRnews for the feature/tip!) @rcldreads #Somali #Minnesota



3 Retweets 15 Likes



Monica Stratton @monicastrat · Oct 3

@NorthStPaulMN @NorthStPaulFire @rcldreads Thank you to Ron and Doug for bringing the ladder truck to our firefighter storytime today!



1 Retweet 3 Likes



studioloraine @studioloraine · Oct 8

Indigenous Reading List: These titles are a guide for readers seeking more knowledge about reconciliation and Indigenous cultures. The works consider the broader context, stories, memoirs, viewpoints calgary.bibliocommons.com/list/share/393... via @bibliocommons @calgarylibrary



Indigenous Reading List: Truth and Reconciliation - Calgary Publi...

Indigenous Reading List: Truth and Reconciliation by CalgaryLibrary_Adults - a staff-created list : These titles are a guide for ... calgary.bibliocommons.com

1 Retweet 3 Likes



Ash @ashleyalong · Oct 8

YES

1 Retweet 2 Likes



studioloraine @studioloraine

Following

Replying to @ashleyalong @bibliocommons @calgarylibrary

Just requested so@e of these from our library! @rcldreads

2:31 PM - 8 Oct 2018

1 Like

1 Retweet 1 Like

Google Reviews:

Ramsey County Library - Maplewood

1577, 3025 Southlawn Dr, Maplewood, MN



Ask a question

Can you vote early there at Maplewood Library



Helpful?



Answer



Ramsey County Library - Maplewood (Owner)

a week ago

Hi Terry - Yes, you may vote early at Maplewood Library between Oct. 30 and Nov. 5. Please see the Ramsey County website for more information - <https://www.ramseycounty.us/residents/elections-voting/voters/vote-election-day/early-voting>

Ramsey County Library - New Brighton

400 10th St NW, New Brighton, MN

Ask a question

Is the gym open?



Helpful?



Answer



Ramsey County Library - New Brighton (Owner)

a day ago

Hi Tho,

Please visit the New Brighton Community Center webpage for more information:

<http://www.newbrightonmn.gov/departments/parks-and-recreation/new-brighton-community-center/>. If you have any more questions, please let us know.



Helpful?



are there computer classes at the New Brighton Library?



Helpful?



Answer



Ramsey County Library - New Brighton (Owner)

a day ago

Hi Diane,

Yes, there are computer classes at New Brighton. Please visit our online calendar for information:

<http://host6.evanced.info/melsa/ramsey/eventcalendar.asp?lib=ALL&df=calendar>.




Helpful?



Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

 Write a review

4.5  78 reviews

Sort by: Newest



Chris Ross

Local Guide 310 reviews 65 photos

★★★★★ 19 hours ago

This is a relatively new library. The building is well designed including a designated area for Teenagers and great staff. The Library is welcoming to everyone including teenagers spending time there after school. There's a Dunn Brothers coffee shop attached for your caffeine fix.

 Reply  Like



Mika Houston

Local Guide 4 reviews

★★★★★ 2 weeks ago

The staff is so helpful. My son had reading problems and they got him from hating reading to loving reading. I love this library. So many programs and a ton of help.

Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

[← All questions](#)



Robin Redgate

Can you use anoka county library card at a Ramsey County Library?

 Helpful? 



Robin Redgate

a month ago

Hey thanks YOU again for your time and effort. Make it a great day.

 Helpful? 



Allie Wilmot

Edited a month ago

Yes, just head to the info desk first and register your existing Anoka card with the Ramsey system.

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

[← All questions](#)



Nancy Horwath

How do I reserve a book on line?

Helpful?



Ramsey County Library - Shoreview (Owner)

a week ago

On our catalog at rclreads.org, you can click on the "Request" button and it will walk you through the process. You will need a Ramsey County Library card and a pin to reserve books. If you still need assistance, please call the library in Shoreview at 651-724-6006. Thank you.

Helpful?



Caleb Hamilton

a week ago

On their website you can place a book on hold, if that's what you're looking for. If not, I would call and ask.

Helpful?



Rick Haack

Local Guide · 12 reviews

a week ago

I don't know about online but you could phone Ramsey county library Shoreview and ask for the reservation desk.

DO YOU ACCEPT USED BOOKS DONATIONS AT THIS LOCATION?

Helpful? Answer

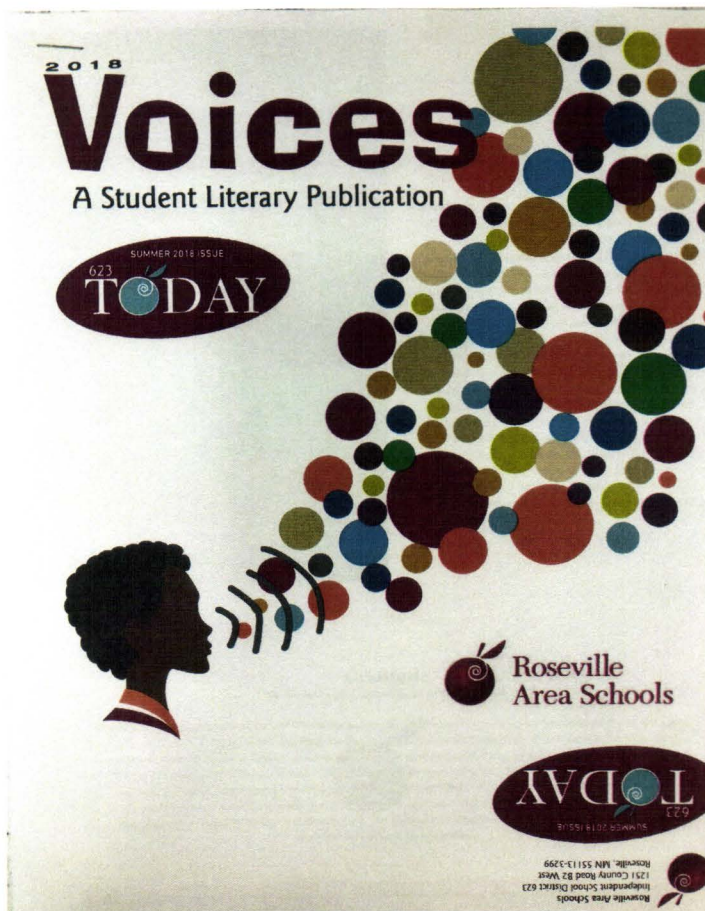


Rick Haack

Local Guide · 12 reviews

a month ago

Yes



Joe, Grade 5, Harambee Elementary

The Roseville Library

By Halima, Grade 4,
Emmet D. Williams Elementary

My favorite place in the universe is the library. As I sink into a comfy chair I feel happy. I can see children my age and children younger than me. I also see miles and miles of books. I touch the scratchy book shelves as I reach for a book. I can hear the quiet laughter of children. I can taste the yumminess as I put a jellybean in my mouth "mmm" delicious. Truly, I love to read and what place can compete with the library? Woah, I see games. I'll go play. A girl and I are playing goldfish right now. She's beating me. Wow, she's good at goldfish. She won! I go to the information desk to check some books out. Now, we have to leave. I wish I could stay longer but it will always be special even though it's far away.