

**Ramsey County Library
Board of Trustees Meeting
October 18, 2017
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. Consent Agenda (6:35-6:40)**
 - A. Approval of Agenda (1)
 - B. Approval of September 20, 2017 Minutes (2)
 - C. 2018 Holiday Calendar (3)
 - D. Director's Report (4)
 - E. Friends of the Ramsey County Libraries Report (5)
 - F. 2017 Third Quarter Reports
 - 1. Strategic Plan Update & Workplan Progress (6)
 - 2. Financial Report (7)
 - 3. Statistical Report (8)
 - 4. Incident Reports (9)
- IV. Action Items (6:40-7:00)**
 - A. Library Board Three-Year Agenda (10)
 - B. Caféine Lease (11)
- V. Discussion Items (7:00-8:30)**
 - A. Benchmarking RCL to Other Comparable Libraries (12)
 - B. Friends of the Library Overview (13)
 - C. Homeless & Skills for Life Program Updates (14)
 - D. North St. Paul Update (15)
 - E. Maplewood Branch Update/Tour (16)
 - F. Other
- VI. Next Meeting – November 15, 2017, RCL-Roseville, 2180 Hamline Avenue North, 6:30 p.m.**
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings		
November 15, 2017	RCL – Roseville 2180 Hamline Avenue North	Kids/Teen/Adult Services Overview Tech Plan/Automation Services Overview Library Policy Updates Branch Update/Tour
December 13, 2017	RCL – Shoreview 4560 North Victoria Street	Library Board Self Evaluation Library Policy Updates
January 17, 2018	RCL – Shoreview 4560 North Victoria Street	Annual Meeting 2018 Workplan Racial Equity Report Library Policy Updates

Library Board

Craig Klausing, Chair
Janice Rapheal, Vice Chair
John Hakes, Secretary
Marisol Chiclana-Ayala
Hector Garcia
Paula Mielke
Kim Vanderwall

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 20, 2017

LIBRARY BOARD PRESENT:

John Hakes, Craig Klausing, Paula Mielke, Janice Rapheal, Kim Vanderwall

LIBRARY BOARD ABSENT:

Marisol Chiclana-Ayala, Hector Garcia

STAFF PRESENT:

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Policy & Planning Manager; Meg Robertson, New Brighton Library Manager; Judy Woodward, Protested Materials Coordinator; Kristi Saksvig, Library and Parks & Recreation Communications Manager; Deborah Carter-McCoy, EGCI Team Public Communications Manager; Pa Na Lor, Library Communications Associate; Alicia Siefert, Parks & Recreation Communications Associate

OTHERS PRESENT:

Les Sipkema, Shoreview Resident

CALL TO ORDER:

Klausing called the meeting to order at 6:35 p.m. in Room 218 of the New Brighton Community Center, 400 10th Street N.W.

PUBLIC COMMENT:

Les Sipkema, Shoreview resident, suggested revisions to Library Board voting practices, the format of the meeting minutes, and commented on topics on the September Library Board agenda.

APPROVAL OF AGENDA AND MINUTES:

Vanderwall made a motion to approve the agenda for September 20, 2017, and the minutes of July 19, 2017, as presented. Rapheal seconded the motion. Klausing moved that the CTEP Agreement be pulled from the consent agenda for further discussion. The motion was approved by unanimous vote.

RESOLUTION REGARDING THE RETIREMENT OF DENISE NINAS:

Vanderwall made a motion to approve the Resolution Regarding the Retirement of Denise Ninas, and to authorize the Library Board Chair to sign the document. Rapheal seconded the motion, which was unanimously approved.

CTEP AGREEMENT WITH ST. PAUL NEIGHBORHOOD NETWORK:

Since 2010, Ramsey County Library has contracted with St. Paul Neighborhood Network's AmeriCorps program to serve as a host site for the Community Technology Empowerment Project (CTEP). For the 2017-2018 program year, Ramsey County Library was awarded four full-time CTEP workers, which will be used to support digital literacy programming for teens and adults. Two CTEPs will be assigned to Roseville, one at Maplewood, and a new CTEP position is assigned to Shoreview.

As a host site for the CTEP program, the Library agrees to pay a site fee of \$7,000 for each member, and a travel stipend of \$600 for the new position in Shoreview, bringing the total site fee to \$28,600. The Library Board must approve contracts of \$25,000 or more.

Klausing asked about the review process, noting language inconsistencies. Due to the timing of the approval process, he recommended a full review for the next year's contract.

Klausing made a motion to approve the 2017-2018 Host Site Agreement with St. Paul Neighborhood Network for four Community Technology Empowerment Project (CTEP) members at a maximum not to exceed cost of \$28,600, and to ratify the Library Director's signature on the agreement. Hakes seconded the motion, which was approved by unanimous vote.

DIRECTOR'S REPORT:

Important Dates: All libraries are closed October 9 for staff In-service day. The Friends Annual Luncheon is October 14. The County Board will hold a budget hearing on November 27, at 6:30 p.m., at Shoreview Library.

2018-19 Budget: Boldenow presented about the Library's key strategies at the Ramsey County Board of Commissioners budget hearing on August 15, 2017. Commissioners expressed appreciation for the Library's staff, programs, and collaborations. The proposed budget shows a suburban county tax levy increase of 3.3% in 2018 and 1.1% in 2019 to support the Library. It also calls for an increase to the Library's collections budget of \$225,000 in 2018 and \$225,000 in 2019, using the Library's fund balance. The County Board will certify a maximum property tax levy on September 26. They approve the budget on December 12, 2017.

Book It! 5K Walk/Run: Thanks to all of the RCL staff, board members, and community members who did the 5K, volunteered, help plan, or sponsored it. Thanks to the Friends of the Ramsey County Libraries for organizing another great community-building event and fundraiser to support the Summer Reading Program!

Caféine Hours: The owners of Caféine Thai Café at Maplewood Library have reduced business hours to accommodate the needs of their expectant family. They are now closing early on Fridays and remain closed on Saturdays. They will also close for two months beginning in early November.

Stressler Gift: The Library received a generous bequest of \$20,000 from the Jean M. Stressler Trust. Jean was a longtime library patron and a former member of the Friends of the Ramsey County Libraries. Her gift is unrestricted and provides a wonderful opportunity for us to enhance library services.

Roseville Library Garden: Library and Property Management staff are planning several improvements to the Roseville Library children's garden. The cistern will be removed in October, due to its poor condition and functionality. Next spring, a new rubber play pad and new sails will be installed.

Civic Engagement: The Library is partnering with the County Elections department to increase voting and civic engagement. Early voting will be offered in 2017 at Shoreview and White Bear Lake libraries for one week prior to Election Day. In 2018, RCL will host early voting for the primary and general election at three libraries. In addition, the Library will sponsor programs about voter registration and voting.

North St. Paul Library: A new custodial company, hired by the City of North St. Paul, is doing a great job serving the Library.

LSTA Grants: RCL has applied for two Library Services and Technology Act (LSTA) Grants. This is a federal grant program administered by the Minnesota Department of Education. A \$6,500 grant would support early STEM learning. A \$41,000 grant would support expanding Pop-Up Library services.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Mark Your Calendars for the 2018 Friends Gala: Make a real splash when you attend the 5th annual Friends Gala, "A Whale of a Tale!" All proceeds will go straight to Ramsey County Library's collection budget to replace well-worn favorites and bring in popular new releases. This is your chance to help us keep the collection fresh and exciting!

Saturday, February 24, 2018
6:30-9:30 p.m.
Ramsey County Library in Roseville
2180 Hamline Avenue North

Objective: Celebrate literary adventures on oceans, lakes, rivers and ponds while helping us raise \$30,000 to add 1,500 new items to the lending collection of all seven Ramsey County libraries located in Maplewood, Mounds View, New Brighton, North St. Paul, Roseville, Shoreview and White Bear Lake.

Event Details: This unique fundraising event will feature a cocktail party atmosphere with live music, complimentary wine and hors d'oeuvres, silent and live auctions, a costume contest, prizes and more! This fun and lighthearted event is open to adults of all ages. It's a public event benefitting the whole community, so gather your friends and family.

- Attire: Festive evening attire or costumes are encouraged, but not required. Dress as your favorite character from any fiction or non-fiction book set in, on or around water and you may win a prize in our annual costume contest! Visit our website for costume ideas.
- Registration: will open in early January. Please visit www.rclfriends.org/gala2018 for updates and more information.
- What better place than the Land of 10,000 Lakes with the mighty Mississippi to celebrate water-themed books? We hope YOU will dive in to enjoy the festivities and help support your local libraries.

Shoreview Library Capital Campaign Heading into the Final Months: It is very exciting to see all of the special touches for the Shoreview library coming together. Be sure to check out the new Children's Theater and Park Office created by the Minnesota Children's Museum and made possible by generous gifts from the North Suburban St. Paul Kiwanis Club and Susan Miller in honor of her aunt, Susan Benjamin. Also new this fall, look for the botanical prints on the west wall of the library by Linda Snouffer and three mixed media pieces in the Book Club Room by Janine Olmscheid to be installed on September 22nd. The Shoreview Capital Campaign continues through the end of December and we will continue reaching out to the community to help reach our goal of \$250,000—just \$35,000 to go!

Book It 5K Walk/Run: By the time you read this, the Book It 5K Walk/Run held on September 16th will be over and many tired runners and walkers will be rubbing their feet and remembering a fun-filled day out on the Central Park race route. In addition to the healthy family fun, this event raises funds for the Ramsey County Library Summer Reading Program. We so appreciate our event sponsors for making this event possible!

- Gold Level: Blue Cross Blue Shield of Minnesota and The Aplikowski Family
- Silver Level: Jaci Meyers Agency and Richard and Mary Fowler
- Bronze Level: Kate Bennett Agency, Maguire Agency, and Frank Harris, John W. Harris, and Pamela Harris.

Post-race refreshments were provided by Great Harvest Bread Co. (St. Paul), Kowalski's Market (Shoreview), and Cub Foods.

New this year: Bliss Yoga Studio (St. Paul) provided a free yoga warm up before the race and Ramsey County Library "story trail" signs were set up along the route for families with young children to enjoy reading David LaRochelle's book, "Moo!" while they walked or strolled.

Upcoming events:

- Friends Annual Author Luncheon on Saturday, October 14, 2017 at the North Oaks Country Club.

- Friends Board of Directors meeting on October 23, 2017 at the Roseville Library.
- “Pop Up” Used Book Sale on October 26-28, 2017 at the Shoreview Library
- Kindergarten Library Card Sign-Up Celebration on Saturday, January 20, 2018 with author extraordinaire Kate DiCamillo.
- Friends Annual Gala: *Whale of a Tale!* on Saturday, February 24, 2018 at the Roseville Library.

PUBLIC POLICY UPDATES:

Public policies are brought to the Library Board every year on a scheduled basis. Three policies are under consideration this month: Fines and Fees, Library Cards, and Collection Development.

Staff is recommending language simplification and reorganization of the Fines and Fees policy. These changes provide clarity without changing the intent of the policy. Staff is also recommending reductions in the maximum overdue charges on individual items. Current policy caps overdue charges at \$15 for most adult materials and at \$5 - \$7.50 for most juvenile materials. Staff is recommending that those thresholds be lowered to \$10 for most adult materials and \$2 for most juvenile materials.

Staff is recommending a name change from a Library Cards policy to a Library Accounts policy. The policy has been reorganized and language has been streamlined. Staff is recommending a new account status (Fine Free) that incorporates several existing account statuses in order to streamline and standardize service.

Staff is recommending a change from a Collection Development policy to a Collection Management Policy. The Collection Management policy more fully articulates the library’s collection philosophy and practices.

Mielke made a motion to approve the recommended changes to the Fines and Fees, Library Cards, and Collection Development policies as presented. Rapheal seconded the motion, which was approved by unanimous vote.

FRIENDS OF THE LIBRARY OVERVIEW:

Postponed to the October meeting.

HOMELESS & LIFE SKILLS PROGRAM UPDATES:

Postponed to the October meeting.

PROTESTED MATERIALS OVERVIEW:

The Protested Materials Committee provides the chief avenue to assess and resolve complaints about Library materials. If staff cannot informally satisfy a patron who has concerns about specific materials owned by the Library, the person is invited to fill out a Request for Reconsideration Form, outlining specific complaints.

The Reconsideration form goes to the Protested Materials Committee, an ad hoc committee of librarians, which reviews the work in question and prepares a written report for the Library Director. The written report contains a recommendation as to whether the Library should remove, reclassify or retain the work. If the Director concurs with the Committee’s recommendation, a copy of the report is sent to the patron. The patron then has the right to appeal the Library’s decision to the Library Board, or even in rare cases, beyond that level to the Ramsey County Board of Commissioners.

The Committee regards the reports as an educational opportunity to explain the Library’s philosophy of inclusion and breadth of collection, and strives to personalize the message of service. No individual item in the collection will satisfy every Library patron, but each Library patron is entitled to staff respect and advice when it comes to choosing materials that conform to his or her tastes and values.

Woodward reported that the Library received complaints against three books for young readers: ***At Home in a New Land*** by Joan Sandin; Marvel ***Avengers; the Ultimate Character Guide*** by Alan Cowsill; and a YA Graphic Novel entitled ***The Dissolving Classroom*** by Junji Ito. In all cases, the adults filing the complaints felt that the books in question were in some way unsuitable for children.

The committee recommended that no action be taken in the case of the first two protests and that the materials involved be retained in their present status. They emphasized the importance of an individual parent's right to guide the reading of his or her own child, and offered the complainants assistance in choosing materials compatible with their values. The committee's reports were both ultimately accepted by the patrons involved, and no protest was appealed beyond the level of the Library Director. The third protest involving ***The Dissolving Classroom*** was received within the last few weeks, and the committee is in the midst of the reconsideration process.

COMMUNICATIONS/PROGRAMMING UPDATE:

Kristi Saksvig, Deborah Carter-McCoy, Pa Na Lor, and Alicia Siefert, members of the Ramsey County Economic Growth and Community Investment (EGCI) Communications Team were present to give an overview of Library communications following the alignment with the County. Carter-McCoy leads the EGCI Communications team, which includes several Ramsey County departments. Saksvig manages Communications for the Library and the Parks & Recreation Department. Lor and Siefert are Communications Associates who support both the Library and Parks.

Saksvig noted that the alignment would provide standardization of communications across Ramsey County, and allow departments to work together more as programs overlap. The new Communications Team is in a learning curve for its first year, and should be able to build capacity as processes are streamlined.

Communications for the Library focuses on three areas: services, programming, and special events. The Library averages 82 programs per week, up from an average of 59 programs per week two years ago. Programs are promoted via the Library's newsletter, social media, and electronic bulletin boards in the libraries.

DIGITAL SERVICES UPDATE:

The Library's Automation Services department has been reorganized into an expanded Digital Services (DS) department.

Chuck Wettergren is leading DS and is joined by longtime colleagues Michael Varnado, Gene Kirschner, and Zach Tessier (PT). Other staff have been moved into DS, including Jason Lyons, a librarian who coordinates digital literacy programs, and the CTEP AmeriCorps members who support digital literacy. The Library also hired Jennifer Jackson to fill a longtime vacancy in Automation Services with a librarian responsible for adult makerspace programs.

The DS department will continue to be responsible for some functions that had been assigned to Automation Services. Staff will continue to recommend new technology initiatives and manage business line applications. With the addition of librarians and CTEPs in this department, the public service dimension of this team is being expanded. Staff will collaborate on the selection and management of digital assets and the provision of digital services to the public and staff.

This change recognizes the importance of digital services at the Library and enables us to increase collaboration among staff administering technology and staff delivering public services. This change is also inspired by the County IT consolidation process, which has begun. With consolidation, some IT functions will be assumed by County IT staff—allowing us to shift our focus.

CAPITAL PLANNING UPDATE:

The Library Board recently approved developing a capital needs plan for the library system. The Board also emphasized the urgency to make capital improvements to Maplewood Library, in particular. Based on these recommendations and consultations with Property Management, the Library Director is pursuing two separate capital planning initiatives.

One initiative underway is a Maplewood Library capital plan and project. Staff from the Library and Property Management have begun a process to identify and prioritize Maplewood Library issues and goals. A firm will be hired to produce pre-design options and cost estimates. This work will not exceed \$25,000 and will be funded by the Library's operating budget. The firm's pre-design recommendations should be complete in early 2018. The Library will then issue an RFP to select a firm to design and implement the desired project in mid-2018. Remaining Shoreview project funds will be utilized for this, though additional funds may be requested as needed.

A second initiative to come is a system-wide facility plan. The purpose of this plan is to assess and make recommendations for capital needs at other branch libraries over a six-year period. This may include reconfiguring public or staff spaces, refurbishing furniture, or other improvements to support program needs. The cost of producing a plan will exceed \$25,000, and therefore the Library will issue an RFP to select a firm. Staff is discussing options for funding this initiative.

SHOREVIEW PROJECT UPDATE:

Work continues on completing the punch list items. The building's warranty period expires one year after substantial completion, so both the County and the construction team want to make sure that all the items are taken care of prior to mid-November. The three biggest outstanding items are a flush out of the hot water system, the relocation of a water retention pond on the east end of the parking lot, and the development of a rain garden area on the west side of the building. All of these should happen in the next several weeks.

The flush out is required because there is some contamination in the glycol in the heating loops. The lines and valves will be flushed out to eliminate that contamination. It will involve going under the raised floor at a number of locations throughout the building. This work will take place over several days prior to the Library's opening.

The water retention pond has been judged too close to Shoreview's well house on the east end of the parking lot. The project architect, HGA, has redesigned the pond and general contractor A&P will relocate it further away from the well house. This work will require closing several parking spots for approximately a week. It is currently scheduled for the week of September 24. Once the date is confirmed, signs will be placed in the building warning the Library's patrons of potential inconvenience.

The work on the west side of the building was part of the original landscape/water management plan, which was, for some reason, not done during the original construction phase. It will be done at the same time as the pond work.

In addition, there are a number of additional FF&E items that are being ordered from balances in that budget. Additional DIRT panels are on order, as is the replacement for the "Swirls" artwork for the north side of the children's wall. The artwork for the south side of that wall is being finalized by the artist and the fabricator, and will be ordered shortly.

Once all the work has been completed, and all the bills have been submitted and paid, the County will be able to submit a request for disbursement of the State Library Construction Grant, which will be used to reimburse the County's General Fund.

NEW BRIGHTON BRANCH UPDATE & TOUR:Trends in the Service Area:

- The City of New Brighton is actively working on its 2040 Comprehensive Plan. They are finishing up the second phase of a three-phase process, providing an opportunity for the community to give feedback on various ideas that were generated during phase one via an online survey.
- TUV SUD, a German firm specializing in electronic-magnetic interference testing, is the newest addition to the New Brighton Exchange (at the intersection of 694 and 35W) as Ryan Companies begins work on a 37,000-square-foot building.
- The Eagle's Nest at the New Brighton Community Center (NBCC) is being replaced. Completion is expected in November of 2017.
- Plans for remodeling the NBCC to make space for the Ralph Reeder food shelf are on hold as alternate spaces for Ralph Reeder within New Brighton continue to be explored.
- Enrollment in Mounds View Public Schools is at its highest level in sixteen years and most schools are occupied beyond 100% capacity.
- 27.2% of New Brighton population are people of color and 12.4% of the population are foreign born. (Demographic statistics from City-Data)

Library Issues and Service Trends:

- Programming has remained static. This is due in part to meeting room access on weekends and in part to the historically poor attendance for adult programs.
- Statistically and anecdotally, computer use is up and is a prime reason for patron presence at the library. Printing is in high demand.
- Circulation has dropped as it has at all branches of RCL though we continue to have the highest circulation of the small branches.
- The drive-through bookdrop at New Brighton is used heavily by Shoreview and Roseville patrons.
- Two of the most unfulfilled patron expectations are faxing and study rooms.
- Tami Lee, children's librarian, regularly attends and presents library information at Bel Air and Valentine Hills evening all-school events in addition to her classroom outreach for kindergarten cards and summer reading programs. Tami presented at this year's "Booked for the Evening," an annual St. Catherine's presentation on new children's literature titles. Her knowledge of and perspectives on diversity in children's literature are increasingly sought out by members of the community.
- Read to Play partnership with the NBCC and other library passive programs drive a healthy customer engagement service model.

NEXT MEETING: October 18, 2017—RCL Maplewood, 3025 Southlawn Drive, 6:30 p.m.

LIBRARY DIRECTOR'S PERFORMANCE APPRAISAL AND SALARY REVIEW:

The Library Board went into Executive Session to discuss the 2017 performance appraisal and salary review for Library Director Jill Boldenow. Following the conclusion of the Executive Session, Mielke made a motion to award Boldenow a merit increase of 4% added to her base salary, plus a one-time 1% compensation supplement, based upon her performance evaluation and the recommendation of the Ramsey County Human Resources Department, effective as of September 12, 2017. Vanderwall seconded the motion, which was approved by unanimous vote.

ADJOURNMENT:

Following a motion by Vanderwall and a second by Rapheal, Klausning adjourned the meeting at 8:45 p.m.

Respectfully Submitted,
Mary Larson
Library Board Coordinator

Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:
2018 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 2018 Holiday Calendar as proposed.

2018 HOLIDAY CALENDAR	
Holiday	Status
New Year's	Open Sunday, December 31 Closed Monday, January 1
Martin Luther King Jr. Day	Closed Monday, January 15
Presidents' Day	Closed Monday, February 19
Easter	Closed Sunday, April 1*
Staff Inservice Day	Closed Thursday April 19*
Memorial Day	Closed Monday, May 28
Independence Day	Closed Wednesday, July 4
Labor Day	Closed Monday, September 3
Staff Inservice Day	Closed Monday, October 22*
Veterans' Day	Closed Sunday, November 11 Administration & Technical Services Closed Monday, November 12**
Thanksgiving	Closed Thursday, November 22 Open Friday, November 23 Administration & Technical Services Closed**
Christmas	Closed Monday, December 24* Closed Tuesday, December 25
New Year's	Open Monday, December 31 until 5 p.m. Closed Tuesday, January 1, 2019

* Not a paid holiday under Ramsey County Personnel Rules.

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

DIRECTOR'S REPORT**October 2017**

Staff Updates:

New Hires:	Anita Vue, Library Page Sub Oki Mensah, Student Worker Kristy Moua, Student Worker
Retirement:	Denise Ninas, Library Associate 2

Important Dates:

October 31 through November 6—Early voting at Shoreview Library and White Bear Lake Library
November 10—Library Administration and Technical Services closed
November 11—All Ramsey County Libraries closed for Veterans Day holiday
November 23—All Ramsey County Libraries closed for Thanksgiving holiday
November 24—Library Administration and Technical Services closed
November 27—Ramsey County Board of Commissioners budget hearing, Shoreview Library at 6:30 pm

In-Service Day

We hosted a dynamic In-service day on October 9, 2017, with 113 staff in attendance. Library staff presented sessions on Interlibrary Loan and circulation, demonstrations of makerspace equipment, and a showcase of diverse books that introduced audience members to dozens of diverse children's and YA titles. We enjoyed a book talk and discussion with Mai Neng Moua, the author of *The Bride Price*, and we also held book club discussions on this title. Our afternoon keynote speaker, Alicia Sojourner, led a workshop: "Confronting Isms Minnesota Style," which illuminated communication styles and ways to confront prejudice. Our day concluded with a discussion with branch managers about the Library Use policy and how to implement this in order to maintain a safe, respectful, and inclusive library environment.

Thanks to all of the Ramsey County Library staff for making this In-service day a success, from planning to set-up and clean-up, to leading and participating in sessions. This was an outstanding team effort!

English Language Learner Storytime

Anna Haase Krueger, Children's Librarian, is piloting a new storytime at Maplewood Library. This four-week session (September 30 through October 21) is specifically for families learning English, including children ages 2-5. Adults and children read, sing, and play together while practicing English and having fun. This storytime is followed by playtime and socializing.

Board Member Name Tags

Staff are working to obtain Library Board Member name tags for use at Library events. Stay tuned!

County Initiatives

I recently joined Ramsey County's Youth Continuum of Care Governance Committee, which meets quarterly to eliminate disparities and improve how we coordinate investments in youth across departments. Currently, I am also serving on a number of other County teams. They include the Senior Management Team, the Racial Equity Leadership Team, the Economic Growth and Community Investment (EGCI) service team, the Sexually Exploited Youth Leadership Committee, and the Payment Card Industry Compliance Sponsors Group.

Friends Director Update October 2017

The 12th Annual National Friends of the Library Week is October 15-21, 2017

The Friends of the Ramsey County Libraries is proud to be among the thousands of Friends groups across the country who work to strengthen, support, and advocate for libraries in their communities. Since the organization was founded in 1979, the Friends of the Ramsey County Libraries has contributed more than \$3.5 million in grants and donations to the Ramsey County Library for a wide range of materials and programs including: the Summer Reading Program, Technology Literacy and Adult Life Skills, programming for children and teens, additions to the lending collection, and outreach to underserved populations through efforts like the new Pop Up libraries and Racial Equity programming. The Friends also provide funding support for the ExpLore Newsletter, volunteer recognition and employee development as well as leading multiple capital campaigns to enhance library facilities.

Stand Up For Stand Out Friends

For the second year, Minnesota Association of Library Friends invited member organizations to nominate a member for the *Stand Up for Stand Out Friends* award in thanks for standout efforts in furtherance of Friends of the Library work. This year, the Friends of the Ramsey County Libraries honor went to volunteer Bookstore Treasurer, Donna Andreas. Since joining Friends of Ramsey County Libraries in 2002, Donna has served as both used book sale manager and bookstore treasurer. In the latter role, she has oversight of the three year-round bookstores in the Roseville, Maplewood and Shoreview libraries – as well as the popular book carts at the Mounds View and White Bear Lake branches. She has visited each store weekly for nearly fifteen years. In recent years, she has also worked diligently with an internal audit team to optimize their revenue bookkeeping. As if that alone weren't enough, Donna is also a tireless contributor to the Friends multi-day seasonal sales.

"After working her shift, she also takes the extra step of tallying and posting the daily sales results, giving us all that added boost of encouragement," noted board member, Nancy Guerino. *"Donna has served so well for so long – and she does everything in a manner that is so congenial. She's just a joy to work with!"*

Shoreview Library Capital Campaign Nearing Completion

The five botanical prints by Linda Snouffer are now installed on the west wall near the fireplace and the three mixed media pieces by Janine Olmscheid are now up in the Peacock Room designed especially for book clubs. These works are beautiful additions to the library ambiance and well worth a special trip to the Shoreview Branch. In November, Friends board members Mary Carter and Kate Huebsch are hosting a House Party to celebrate the new library and bring us over the finish line to reach the capital campaign goal of \$250,000. Jill Boldenow, RCL Director, will be the guest presenter and several Shoreview Branch staff will be on hand to talk with guests about the library and to demonstrate the 3D printer.

Book It 5K Walk/Run Results

Despite a rocky start with dark clouds, wind, and rain—130 runners, walkers and strollers took to the course cheered on by family and friends and cohort of more than 40 volunteers and raised just over \$5,000 to support the Ramsey County Library Summer Reading Program. Thanks to the generous sponsors and community donors, more than 5,200 children and teens participated in the Summer Reading Program at the seven suburban Ramsey County Libraries this year. Reading Programs have shown that they increase student's reading abilities, increase their time with books, increase their enjoyment of reading, and increase parental involvement in reading with their children.

Upcoming Events

- “Pop Up” Used Book Sale on October 26-28, 2017 at the Shoreview Branch
- (Rescheduled) Friends Board of Directors meeting on November 20, 2017 at the Roseville Branch
- Kindergarten Library Card Sign-Up Celebration on Saturday, January 20, 2018 with author extraordinaire Kate DiCamillo at the Roseville Branch
- Friends Annual Gala: ***Whale of a Tale!*** on Saturday, February 24, 2018 at the Roseville Branch

10/13/2017

2017 Staff Work Plan: Quarter 3

Accomplishment Highlights—Major Initiatives

1. *Open Shoreview and complete campaign and amenities.*
 - Increased SV visits by 29% and SV circulation by 16% in Quarter 3, 2017, over Quarter 3, 2016.
 - Saw a 366% increase in SV community room use by the public.
 - Added additional artwork, including a large, five-panel work by Linda Snouffer.
2. *Expand programming and collaborations that engage communities of color and promote racial equity.*
 - Hosted exhibit, *Green Card Voices*, and presented *Ask a Muslim Woman* and *Ask a Community Youth* panel discussions.
 - Hosted a naturalization ceremony at Shoreview Library, at which 28 individuals from 17 countries became U.S. citizens.
 - Launched a new English Language Learner storytime at Maplewood Library.
3. *Expand outreach and popup library activities.*
 - Delivered Popup Library service to five venues on ten dates, reaching 955 community members.
 - Began scheduling 2018 Popup activities and applied for LSTA grant, which would support significant expansion of program.
4. *Strengthen service to teens with expanded staff and programs.*
 - Awarded a new AmeriCorps CTEP member to support Shoreview Library teens, raising the number of CTEP members to 4.
 - Facilitated Teen Tech Camp at Shoreview and Roseville Libraries, teaching fourteen classes to twenty students over five days.
 - Mentored twelve Maplewood-area girls in technology and tech careers through TC Techettes, a five-day program.
 - Partnered with the Autism Society of Minnesota to host Teens on the Town at Shoreview, an event for teens on the autism spectrum and their caregivers, featuring a library tour, maker activities, and games.
5. *Other:* Served 1,350 free lunches and 1,300 free afternoon snacks at Maplewood Library, with support from Youthprise.

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1. Strengthen Connections to Community Efforts and Partners.

<p>Engagement</p> <ul style="list-style-type: none"> • Partner on County's engagement initiative • Create popup library resources, to include offsite library card registration options • Focus popups/outreach on people of color including new immigrants; re-entry center • Leverage new directors to engage partners (Jill, Friends Dir.) • Develop goals/ approach to senior engagement 	<p>Jeff Eide</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Developed Popup Library service plan • Compiled resource list for Popup Library • Brainstormed list of Popup Library venues • Began contacting venues about hosting <p>Quarter 2</p> <ul style="list-style-type: none"> • Obtained Popup Library materials including tent, tablecloths, yard signs, a-frame sign, posters, retractable banners, sign templates, table signs, book lists, pencils, tattoos, bags, post-it note books • Worked with Automation Services to provide staff VPN and wireless hotspot to support library card registration and data access at remote locations • Delivered Popup Library service to two venues • Booked five more venues for ten additional Popup Library dates <p>Quarter 3</p> <ul style="list-style-type: none"> • Delivered Popup library service to 5 venues on 10 dates reaching 955 community members • Applied for LSTA grant to expand community engagement offerings • Began process of calendar planning for 2018 venues and dates • Participated in County-wide process for developing community engagement plan
<p>Collaboration Infrastructure</p> <ul style="list-style-type: none"> • Create guidelines for collaboration and use of library space and resources • Update solicitation policy 	<p>Jeff Eide</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Led conversation with Management Team about collaboration priorities <p>Quarter 2</p> <ul style="list-style-type: none"> • Redrafted Solicitation policy to allow branches greater latitude in making partnerships and offering programming • Reimaged Windows 10 lab for staff VPN • Ordered Wireless Hotspot <p>Quarter 3</p> <ul style="list-style-type: none"> • Implemented new Solicitation policy at branch level
<p>ConnectEd</p> <ul style="list-style-type: none"> • Engage RV and MV superintendents to develop ConnectEd projects • Invite WB to serve grades 1-5 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Began ConnectEd planning with Roseville and Mounds View school staff • Introduced ConnectEd to Maplewood/North St. Paul superintendent

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<ul style="list-style-type: none"> • Invite WB alternative schools (ML) 	<ul style="list-style-type: none"> • Started plans to expand in WB to grades 1-5 <p>Quarter 2</p> <ul style="list-style-type: none"> • Worked with White Bear Lake Schools to update online application form for 2017-18 school year • Met with Karl Brown from Mounds View School District <p>Quarter 3</p> <ul style="list-style-type: none"> • Continued ConnectEd planning with Roseville Area Schools
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2. Foster Literacy and Student Achievement.

<p>Ready for Kindergarten (MS)</p> <ul style="list-style-type: none"> • Revise preschool Summer Reading Program • Pursue ELL storytime • Pilot strategies to reach immigrants and families of color 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Provided 380 children's programs with a total attendance of 15,837 • Provided 110 family storytimes for 6,239 participants, 69 Baby and Me storytimes for 2,000 participants and 4 other storytimes for 132 participants • Offered storytimes featuring community guests, including the White Bear Lake mayor, a City of Roseville driver with snowplow, and the Minnesota DNR • Visited 6 preschool sites and provided programs to 221 children • Continued Sensory Friendly Mornings at RV, opening the children's area early on Fridays for children with special sensory needs • Provided a Comfort Room at SV with light-dimming, lap blankets, noise cancelling headphones, and Sensory Friendly Kits for children on the Autism spectrum • Sent children's librarians to the MLA Unconference which focused on Baby Storytime and birth-to-three brain development <p>Quarter 2</p> <ul style="list-style-type: none"> • Provided 418 children's programs with a total attendance of 20,703 • Provided 96 family storytimes for 5,945 participants, 65 Baby and Me storytimes for 1,916 participants and 4 other storytimes for 46 participants • Offered storytimes featuring community guests, including a singer from the Minnesota Opera, children's author Stephanie Watson and the Minnesota DNR • Implemented a new preschool summer reading initiative where families that read 100 books over the summer receive a free book • Continued to offer Sensory Friendly Mornings at RV, opening the children's area early on Fridays for children with special sensory needs, and started offering Sensory Saturdays at SV • Provided a Story Trail at Keller Lake Park in conjunction with the opening of the Tuj Lub courts
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	<ul style="list-style-type: none"> Reached 175 parents and children at Family Fun Night in White Bear Lake, part of the city's Bear Power initiative Received and cataloged White Bear Lake Schools Chromebooks for checkout <p>Quarter 3</p> <ul style="list-style-type: none"> Provided 405 children's programs with a total attendance of 21,718 Provided 108 family storytimes for 6,717 participants, 75 Baby and Me storytimes for 1,955 participants and 5 other storytimes for 250 participants Offered storytimes featuring community guests, including Tamarack Nature Center and Rafa, the Shoreview Mayor's dog Invited Family Storytime kids to an end of summer picnic with the librarian at several libraries Continued to offer Sensory Friendly Friday Mornings at RV and Sensory Saturdays at SV for children with autism Provided a free book to 713 preschool children whose families completed the new summer reading 100 books program Started a four-week storytime pilot for English language learners at MP
<p>Student Success (Youth Librarians)</p> <ul style="list-style-type: none"> Expand library partnerships with schools using tablets and library resources Expand offsite card registration Expand STEAM programming Expand passive programming Review Summer Reading Program goals 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Held the 9th annual Kindergarten Library Card party featuring author/illustrator Grace Lin, with 1,147 attendees; processed 1,554 library card applications; distributed 329 cards Provided 23 Paws to Read sessions for 74 young readers Offered 35 elementary-age STEM/STEAM programs with 732 participants; activities included stop motion animation, 3D design with Tinkercad, and comic design with Scratch Provided Chess instruction for mathematical skills development to 100 students at RV, SV, and WB Engaged over 80 participants in "Brains at the Library," a program co-sponsored by the University of Minnesota's Neurology department Offered special Harry Potter Book Days at SV and WB, with participation by 50 families Provided Homework Help at RV for 75 students, using volunteer instructors from the education field Provided 32 passive programs with 2,434 participants; topics included "Libraries are for Everyone," an exploration of cultures and languages and a Black History Month program that highlighted prominent African Americans in U.S. History Hosted 38 visits and tours by school and youth groups with a total participation of 923 Visited 10 elementary schools and engaged with 575 students Hosted an art show at RV featuring student artists from Roseville schools

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	<ul style="list-style-type: none"> • Partnered with the U of MN's Extension to bring Urban 4H STEAM classes to teens at MP and SV • Partnered with the MN History Center to host History Day Hullabaloo for 52 students at RV • Hosted teen and science fiction author Nnedi Okorafor at RV as part of the MELSA Club Book series • Provided 45 Makerspace labs for 469 students, featuring etching, sewing machines, Tinkercad 3D modeling, GIF-generation, edible science, and stop-motion animation <p>Quarter 2</p> <ul style="list-style-type: none"> • Provided 29 Paws to Read sessions for 80 young readers • Offered 32 elementary-age STEM/STEAM programs with 704 participants • Hosted the Summer Reading Festival on June 10 where 1,200+ attendees participated in art-related activities; artwork is on display at RV through the end of July • Provided 32 passive programs with 3,446 participants • Hosted 39 visits and tours by school and youth groups with a total participation of 1,232 • Visited 69 elementary schools to promote summer reading to 3,610 students • Hosted the Teen Summer Festival at RV for 150 teens • Hosted a Roseville school district art show at RV featuring the work of student artists • Brought Stella Binion, a national youth poetry winner, to Maplewood/N. St. Paul schools in partnership with the MN Dept. of Education and the Equity office of ISD 622 • Partnered with U of M Extension's Urban 4H to continue "Elements of Art," an ongoing, STEAM focused series of drop-in classes at MP as well as a 4H STEAM-Club focusing on developing skills for STEAM-related careers at SV • Planned, facilitated and outfitted 46 Makerspace labs for 385 students, featuring etching, sewing machines, Tinkercad 3D modeling, GIF-generation, edible science, and stop-motion animation. <p>Quarter 3</p> <ul style="list-style-type: none"> • Provided 29 Paws to Read sessions for 82 young readers • Offered 47 elementary-age STEM/STEAM programs with 1,951 participants • Provided 36 passive programs with 5,908 participants • Hosted 19 visits and tours by school and youth groups with a total participation of 3,899 • Provided 5 book club sessions for 67 students • Partnered with the MN Astronomical Society to host a Pre-Eclipse Party at SV with over 200 attendees • Hosted Solar Eclipse Parties on August 21 at RV, SV, MV, and WB with hundreds of attendees • Provided a book and a State Fair pass to 3,481 elementary school students for completing the Summer Reading Program • Started up Monday evening Homework Help at RV using volunteer tutors
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	<ul style="list-style-type: none"> • Partnered with U of M Extension's Urban 4H to continue "Elements of Art," a series of drop-in STEAM-related classes at MP, and 4H STEAM-Club, focused on developing skills for STEAM-related careers, at SV • Provided 29 Makerspace labs for 252 students, featuring etching, sewing machines, Tinkercad 3D modeling, GIF-generation, edible science and stop-motion animation • Completed the Teen Summer Reading Program with 1,062 participants submitting 5,281 online book reviews • Partnered with the University of Minnesota during freshman orientation to create library cards for incoming students in Ramsey County • Re-established relationships with Phoenix Recovery High School, John Glenn Middle School, Harmony Learning Center and Tubman's Northstar youth center to provide outreach and in-library programming • Applied for LSTA grant to support early STEM learning
Healthy Youth (ML) <ul style="list-style-type: none"> • Implement new SV teen program/space • Formalize teen services structure • Increase outreach to youth to reduce race-based disparities • Implement full-week camps at SV • Work with teen volunteers at SV • Expand Library After Dark funding and program 	Lynn Wyman Quarter 1 <ul style="list-style-type: none"> • Showcased SV's new teen space at the Grand Opening; 5 local robotics teams provided demonstrations for over 200 visitors • Expanded the teen services work team with the addition of Paige Fuller as the SV teen librarian • Collaborated with the White Bear YMCA, Maplewood Community Center, RC Public Works, RC Parks and Recreation, and the Science Museum of Minnesota to offer a Teen Job Fair at MP • Co-taught a Young Lenses spring break video camp with CTV-North Suburbs for 12 students at RV • Facilitated two 3-day Teen Tech Camps at MP and SV, teaching 8 classes to 11-16 students per day • Hosted MP's Library After Dark with youth advocate Timothy Turner • Participated in a community panel on equity leadership in the N. St. Paul/Maplewood area Quarter 2 <ul style="list-style-type: none"> • Partnered with the MN Dept. of Education to provide free lunch and snacks for children and youth four days a week during the summer at MP • Featured young adult and children's books at the diversity book showcase at MP for 13 patrons • Collaborated with MELSA to coordinate Teen Lit Con at Sibley High School for over 1,100 teens • Facilitated Teen Tech Camp at MP, teaching 14 classes to 20 students over 5 days • Hosted Library After Dark, after-hours teen events, at MP, RV and SV to provide dancing, video games and pizza while discussing community issues and building cohesive • Partnered with CTV to coordinate Young Lenses: Girls in Focus, a girls' filmmaking camp at SV • Hired three summer student workers, one each for MP, RV, and SV, who between them speak seven languages

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	<ul style="list-style-type: none"> • Provided summer jobs for 8 teens at RV, NB, MP, SV and WB through RC Workforce Solutions' U LEAD program • Recruited teen volunteer help for Makerspace and gaming activities at SV <p>Quarter 3</p> <ul style="list-style-type: none"> • Partnered with the MN Dept. of Education to provide 1,400 free lunches and 1,400 afternoon snacks for children and youth four days a week at MP over summer • Facilitated Teen Tech Camp at SV and RV, teaching 14 classes to 20 students over 5 days • Mentored 12 Maplewood-area girls in technology and tech careers through TC Techettes, a five-day CTEP AmeriCorps program • Continued to host Library After Dark, after-hours teen events, at MP, RV and SV to provide dancing, video games and pizza while discussing community issues and supporting youth voices • Partnered with the Autism Society of MN to host Teens on the Town at SV, an event for teens on the autism spectrum and their caregivers, featuring a library tour, maker activities and games • Hired 3 CTEP AmeriCorps workers for 2017/2018 to work with teens at RV, MP, and SV • Recruited Century College students at the Century College Job and Volunteer Fair to volunteer with teen programming • Received additional hours through December from Workforce Solutions for WB's summer U LEAD worker
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3. Create Vibrant Learning Spaces that Engage the Broad Diversity of Our Community.

<p>Shoreview</p> <ul style="list-style-type: none"> • Complete construction (BM) • Add new features as funded (CJ, Chuck) • Convene art committee and select work • Plan expanded programming (CJ) 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Held the SV Grand Opening celebration on January 28, with approximately 4,100 visitors and 5,500 checkouts • Increased SV visits by 46% in February (over February 2016) and by 32% in March (over March 2016) • Saw a 190% increase in SV community room use by the public for the same two-month period • Continued to add enhancements to the library, including decorative window film, a "honeycomb" wall by the teen area, and early literacy interactives • Convened the Art Committee with Friends, community representatives and library staff; selected historic photos for small study rooms; purchased pottery pieces and a large photo for the entry area • Received news coverage and significant public interest in the new Memory Minders kits, intended for caregivers to use with people experiencing memory loss
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	<ul style="list-style-type: none"> • Completed installation of updated and expanded public computing • Completed installation of self-check • Completed installation of updated public services (staff) computing • Replaced Dell computers in TS and reference • Installed the sound masking control software • Installed infrastructure for HVAC controls • Final configuration of interior security cameras • Coordinated re-cabling of atrium and staff workroom space for improved layout • Setup 3D printing system • Provided staff training on AV systems • Installed updated printers for public services and public use • Configured TV and cabling for use in teen wall • Updated and configured digital signage • Installed/configured PA system tied to VoIP • Reconfigured phone and workstation layout in TS and reference • Coordinated installation and completed configuration of AMH • Coordinated staff training on AMH • Setup grand opening technology • Added access points for wireless reception <p>Quarter 2</p> <ul style="list-style-type: none"> • Increased SV visits by 8% and SV circulation by 9% in Quarter 2, 2017 over Quarter 2, 2016 • Saw a 352% increase in SV community room use by the public and significant increases in program attendance for all ages • Installed Capital Campaign donor pavers and some of the donor signage • Continued to add art to the library, including a grouping of four pieces in the children's area and a large painting by Yudong Shen in the Community Program Room • Offered Sensory Friendly Saturdays in partnership with the Autism Society of Minnesota; the first was in April, the second one in June • Hosted the Gallery 96 spring exhibition from April 28 to June 3 • Received vinyl cutter and sewing machines • Updated checkout laptops to support makerspace tools • Installed 5 of 8 exterior cameras • Ordered missing building signage including 3 door signs, hours, address <p>Quarter 3</p> <ul style="list-style-type: none"> • Increased SV visits by 29% and SV circulation by 16% in Quarter 3, 2017 over Quarter 3, 2016 • Saw a 366% increase in SV community room use by the public
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	<ul style="list-style-type: none"> Added additional artwork to the library, including a large five-panel installation by botanical printmaker Linda Snouffer Partnered with Scandia Shores and the Shoreview Community Foundation to offer a six-week class for family caretakers of older adults Partnered with the Autism Society of Minnesota to offer a book club for youth and young adults, ages 14 to 35 Awarded an AmeriCorps CTEP member to provide teen services at SV, SV's first CTEP position Hosted the Gallery 96 fall exhibition with an opening reception on September 15 Started a new program, Knitting for Good, an ongoing Thursday evening activity where community members support local causes through their knitting projects Ordered video production workstation Ordered, received, and tested additional security gates
User Experience <ul style="list-style-type: none"> Add hours SV (LW) Revise conduct policy (LW) Develop virtual services (Chuck) <ul style="list-style-type: none"> Purchase discovery layer Implement SAAS Improve website Staff move to County email Improve physical services (Chuck) <ul style="list-style-type: none"> Add charging stations as funded Update self-check software and hardware and chip/pin Review print management Expand MV computing and reconfigure Expand laptop checkout SV Expand video conferencing Develop intake process for branches requesting computers Improve user access (Chuck) <ul style="list-style-type: none"> Promote usership and improve access, ease, options Improve collections (LW) <ul style="list-style-type: none"> Add e-content Diversify content 	Lynn Wyman/Chuck Wettergren Quarter 1 <ul style="list-style-type: none"> Increased SV hours to 63 per week with the addition of morning hours on Tuesdays and Wednesdays, and evening hours on Thursdays Added 1,188 ebook copies to the collection Added 122 e-audio copies to the collection Increased library materials by or about people of color from 20% of purchases in Quarter 1, 2016 to 21% in Quarter 1, 2017 Allocated \$50,000 of year-end reserves to collection enhancements Implemented branch-level selection of adult nonfiction Implemented the Friends' new weeding and donation procedures Completed the SaaS contract Updated self-check monitors, software and card swipes for Shoreview site/opening Ordered replacement computers for MV Ordered replacement printers for WB, NS, MV Ordered thermal printers for TS Configured laptop checkout lab at Shoreview Replaced Maplewood public printers Replaced Roseville public printers Updated Web Reporter server Installed new server for HVAC control Updated server for CCURE access at SV Completed 237 recorded work orders

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<ul style="list-style-type: none"> ○ Add youth content ○ Implement new nonfiction plan ○ Add Self-E • Improve collections management (LW) <ul style="list-style-type: none"> ○ Revise Collections Management Policy ○ Implement new weeding and donations procedures ○ Transition to Blue Cloud Analytics 	<ul style="list-style-type: none"> • Completed install of client security camera software on designated computers • Updated Library switch configurations to support County inter-connection and physically connected the County to the Library at RV <p>Quarter 2</p> <ul style="list-style-type: none"> • Received Library Board approval for a revised Conduct Policy, now a Library Use Policy • Added 1,473 ebook copies to the collection • Added 159 e-audio copies to the collection • Added library materials by or about people of color, totaling 17.1% of all purchases in Quarter 2 • Completed migration to SaaS • Configured Roseville core switches to be monitored by County's Solar Winds • Updated self-check systems to support SaaS Citrix • Updated firewall to provide dedicated connection for SaaS backend • Updated PC Reliance software to work with SaaS • Updated Aquabrowser and EZ Proxy (user authentication) to support SaaS • Moved remote/direct database authentication to SaaS • Finalized encryption of Aquabrowser website and enriched content • Replaced MV public computers • Updated WebReporter to work within SaaS environment • Added public fax service at Roseville • Replaced public printers at NB, MV, WB and NS • Updated CybraryN servers and public computers to current version for security and improved print management • Swapped out staff monitors under 19" at most locations • Completed 238 recorded work orders • Updated website for summer reading data and event tracking (SRP database and Survey Monkey teen reviews) <p>Quarter 3</p> <ul style="list-style-type: none"> • Added 1,169 ebook copies to the collection • Added 230 e-audio copies to the collection • Added library materials by or about people of color, totaling 21% of all purchases • Developed discovery layer criteria • Hosted demo of SirsiDynix Enterprise product • Finalized BLUEcloud Analytics contract • Completed basic criteria list for discovery layer review • Completed webinar for Enterprise discovery layer • Updated website to support MN Writes Reads
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<p>Refurbish</p> <ul style="list-style-type: none"> • Re-think security cameras (Chuck) • Upgrade chairs at RV and MP (LW) • Develop small repairs and assembly process (ML) • Redo MP and NB carpet • Repaint RV atrium • Repair RV concrete walks and curbs • Upgrade software to MV BAS • Upgrade computer and programming for RV BAS • Conduct MP facility design review (Jill) • Develop capital plan (Jill) • Improve NSP custodial practices (Jill) 	<p>Julie Neville</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Allocated \$50,000 of year-end reserves to fund furniture refurbishment • Met with NSP city staff to establish custodial needs • Continued to monitor and adjust equipment for the SV building • Replaced lighting in the staff area at MP with LED • Completed solicitation for chiller replacement at MV <p>Quarter 2</p> <ul style="list-style-type: none"> • Continue to move forward on commissioning and mechanical adjustments to equipment at SV • Toured Library facilities with new Property Management Director, Jean Krueger • Continue to monitor energy at all facilities to meet our 5% annual reduction • Attended multi-county Green Cleaning conference • Completed mechanical study for replacement of DX unit and restoration of air handler at MV • Swept parking lots • Vendor performed spring cleanup of library grounds • Completed 5 contracts for work with CERT vendors • Discussed capital plan concept with County Manager, Property Management, Finance • Discussed NSP custodial needs with City staff <p>Quarter 3</p> <ul style="list-style-type: none"> • Sent 11 additional RV lounge chairs to be reupholstered in moisture-proof fabric • Worked with New Brighton Community Center to address roof issues; identified possible need for tuckpointing to address improper installation of flashing • Issued a P.O. for computer upgrade and programming • Refreshed the landscaping at MV • Completed the P.O. for chiller replacement at MV • Requested and received new, improved custodial services at North St. Paul Library • Developed project description and plan for call for proposals for MP predesigns
<p>Adult Programming</p> <ul style="list-style-type: none"> • Develop evaluation tools • Continue history programming • Strengthen Book Club alignment • Develop last-minute program process • Strengthen adult makerspace program (Jill) 	<p>Kristi Saksvig</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Presented 27 history programs attended by 2,268 people • Partnered with OLLI, White Bear Historical Society, History Theatre, Ramsey County Historical Society, Do Good Roseville <p>Quarter 2</p> <ul style="list-style-type: none"> • Presented 30 history programs attended by 2,417 people

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	<ul style="list-style-type: none"> Partnered with OLLI, White Bear Historical Society, Ramsey County Historical Society, Hmong Museum, Shoreview Area Historical Society and New Brighton Area Historical Society Formed staff MakerSpace Team, met monthly <p>Quarter 3</p> <ul style="list-style-type: none"> Presented 16 history programs attended by 940 people Partnered with OLLI, White Bear Historical Society, Ramsey County Historical Society, Shoreview Area Historical Society and History Theater Registered for Project Outcome and created first outcome based survey Created Book Club Leader Packets, distributed to branch managers; branch managers gave to leaders as first step to build relationships and discuss benefits of partnership Began the 'last minute program process' discussion; will continue the conversation with different work groups Hired first adult makerspace librarian; began training and tasked with program development Identified remaining adult makerspace equipment needs for SV capital campaign
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4. Promote Economic Prosperity and Racial Justice.

<p>Economic Prosperity Services</p> <ul style="list-style-type: none"> Expand info literacy program (JL) <ul style="list-style-type: none"> Expand open labs Expand downloadable tables Train staff in labs (LW) Expand outreach Implement makerspace SV (CJ) Offer tech help appointments at RV Expand community computing Collaborate with RV ABE to produce bilingual computer class Strengthen corrections services Develop programs with County (open data, Workforce, other EGCI partners) Continue life skills programming under new coordinators Continue social services support (PH) 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Scheduled 13 librarians to staff tech labs Provided 32 computer and tech classes to 238 students Offered 2 new classes instructed by Twin Cities Media Alliance "Identity Theft" and "The (Free) Online Classroom" Provided 82 open computer and tech labs to 401 students Presented program to American Association of University Women (AAUW) on mobile devices and online safety Presented program to 25 girl scouts and helped them earn a technology badge Staffed tables promoting downloadable library resources at New Brighton and Shoreview with 65 interactions Provided bimonthly digital literacy instruction at Volunteers of America ex-offender re-entry facility Offered 107 Life Skills programs, attended by 504 people. Partnered with Ramsey County Public Health to offer Fix-it Clinics at WB and SV Partnered with AARP to offer tax help at MP Continued to offer MNsure Navigator assistance at MP and RV
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	<ul style="list-style-type: none"> Continued offering weekly Conversation Circles for English Language Learners at RV Continued Criminal Expungement Clinics and introduced an Identity Fraud Protection program Offered weekly community resource advocate/social worker help at MP and RV Offered two Financial Coaching & Credit sessions; Investors' Nights, and Shoestring Budgeting Offered Housing 101 for tenants at RV and MP Continued offering presentations in the <i>Dementia: Caring & Coping Speaker Series</i> <p>Quarter 2</p> <ul style="list-style-type: none"> Scheduled 10 librarians in the tech labs Provided 39 computer and tech classes to 278 students Provided 92 open computer and tech labs to 459 students Offered 12 Adult/Family Makerspace sessions to 47 attendees Strengthened relationship with Volunteers of America ex-offender re-entry facility by attending a community resource fair promoting library resources Piloted "Tech Help with Hannah" offering tech help by appointment at Roseville Library Promoted library online resources at Career Fair at Fairview Community Center Offered 77 Life Skills programs, attended by 1,228 people. Partnered with Ramsey County Public Health to offer Fix-it Clinics at RV Partnered with AARP to offer tax help at MP Continued to offer MNSure Navigator assistance at MP and RV Continued offering weekly Conversation Circles for English Language Learners at RV and SV Continued Criminal Expungement Clinics and Identity Fraud Protection programs Offered an introduction to the Seed Library Offered weekly community resource advocate/social worker help at MP and RV Offered financial digital literacy classes; Investors' Nights, and Shoestring Budgeting Offered Housing 101 for tenants at RV and MP Offered programs on dementia, caregiving, mental fitness, and end of life choices <p>Quarter 3</p> <ul style="list-style-type: none"> Continued to schedule librarians to work in tech lab rotations Offered 58 Life Skills programs attended by 594 people Partnered with Ramsey County Public Health to offer Fix-it Clinics at MP Continued MNSure Navigator assistance at MP and RV Continued weekly Conversation Circles for English Language Learners at RV and SV Continued Criminal Expungement Clinics Debuted Knitting for Good, which supports good causes such as hats for premature babies Offered weekly community resource advocate/social worker help at MP and RV Offered small business workshops on taxes and QuikBooks
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	<ul style="list-style-type: none"> • Offered programs on plants and pollination in connection with the White Bear Lake seed library • Offered programs on dementia, caregiving, managing medications, and mental fitness • Provided 24 computer and tech classes to 208 students • Provided 74 open computer and tech labs to 344 students • Offered new classes <i>Video Editing on the Cheap</i> and <i>Your Library on the Go!</i> • Provided digital literacy instruction and 3D printing demonstration at Popup Library held at Volunteers of America corrections facility • Offered six digital literacy classes to ESL students at Pop-Up library held at ABE in the Fairview Community Center in Roseville
Racial Equity <ul style="list-style-type: none"> • Increase hires and retention of racially diverse staff, volunteers and Board • Increase the cultural competency of staff • Ensure the facilities, collections, policies, programs, communications and services reflect the community • Develop internal communications to inform staff of external RE forums • Maintain RE book club • Expand racial equity programming • Apply for grant with St. Kate's for MLIS program for staff of color • Participate in County project to identify recruitment and retention barriers • Ease the process of internet access • Integrate RE plans into budget planning 	Jill Boldenow Quarter 1 <ul style="list-style-type: none"> • Conducted an extensive recruitment and interview process for board member positions • Produced and shared racial equity work plan • Updated racial equity training opportunities and guidelines to receive training credit • Planned spring RE book club • Expanded racial equity programming within RE committee: hosted 3-part film, <i>Race: The Power of an Illusion</i> with discussions • Integrated racially diverse speakers and themes in programs by adult, teen and children's teams • Used RE lens to review Library policies • Launched All are Welcome Here and other passive programs/displays that celebrate diverse races, cultures, languages Quarter 2 <ul style="list-style-type: none"> • Hired seven youth of color for paid summer work at the Library through the ULEAD program • Launched <i>Green Card Voices</i> with related panel discussions • Hosted RE Book Club with staff discussion of <i>See No Color</i>, with author Shannon Gibney • Distributed ACLU information to branches: "Know your rights: Anti-Muslim Discrimination"; and "Know Your Rights: Stopped by Police, Immigration Agents, or FBI." • Launched Popup Library event at Keller Park Tuj Lub Courts opening, with Hmong staff • Partnered with the Hmong Museum on "Hmong Chronicles: Refugee Life" program • Hosted "Diverse Books Showcase" at MP • Screened <i>Pather Panchali</i> by Satyajit Ray at SV • Hosted "Promises Betrayed: African-American History from the Emancipation Proclamation to <i>The Birth of a Nation</i>." • Distributed County survey to staff on recruitment, retention, and promotion • Received recognition from the County as a department with significant diversity in new hires

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	Quarter 3 <ul style="list-style-type: none"> Hosted a naturalization ceremony at SV, at which 28 individuals from 17 countries became U.S. citizens Hosted Ask a Muslim Woman program with 140 participants hearing from a panel of speakers Exhibited displays of <i>Green Card Voices</i> at RV, SV, and MP with related panel discussions Presented Refugee 101 program at MP and NB Launched English Language Learner storytime at MP
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5. Ensure Stewardship of Public Resources.

Friends of the Library <ul style="list-style-type: none"> Assist to increase fundraising Complete SV capital campaign Promote Friends events Expand grant writing and clarify process 	Jill Boldenow Quarter 1 <ul style="list-style-type: none"> Gave SV pre-tours to campaign donors Highlighted campaign in pre-opening interviews Promoted Friends gala to staff and colleagues Quarter 2 <ul style="list-style-type: none"> Launched monthly meetings with Friends and Library Director to track opportunities, events, donor recognition plans Continue Library Director participation in Friends Board and Executive Committee meetings Quarter 3 <ul style="list-style-type: none"> Contributed staff support to plan, promote, and help at the Book It! 5K event Hosted donor recognition event with local Chinese community members and artist Yudong Shen Promoted giving opportunities to support SV makerspace Produced new, staff-initiated grant proposals and clarified grant application process for staff
Library Volunteers (HH) <ul style="list-style-type: none"> Conduct quarterly meetings for coordinators Develop skilled volunteer job descriptions Expand homebound services Expand volunteer opportunities for handy-persons in libraries Develop program with volunteers doing storytime for adults at PAI sites 	Lynn Wyman Quarter 1 <ul style="list-style-type: none"> Conducted a survey of library volunteers and their experience at the library Recruited a new Homebound volunteer Participated in the Hands On Twin Cities Volunteer Expo at the Mall of American on February 18; spoke with 90 mall visitors about volunteer opportunities Provided 3,764 hours of volunteer assistance Quarter 2 <ul style="list-style-type: none"> Awarded a certificate of recognition by the Ramsey County Board for the work of library volunteer coordinators

10/13/2017

	<ul style="list-style-type: none"> Recruited volunteers for the Summer Reading Festival Held volunteer recognition luncheons at SV and RV Recognized the work of all library volunteers with pots of spring annuals; the flowers were funded by the Friends and purchased through Ramsey County Corrections Provided 3,540 hours of volunteer assistance through 144 volunteers <p>Quarter 3</p> <ul style="list-style-type: none"> Recruited volunteers for the Friends 5K Provided a homebound volunteer to a WB resident Held volunteer recognition luncheons at MP and NB Provided 3,754 hours of volunteer assistance
<p>Staff Training</p> <ul style="list-style-type: none"> Improve tech skills Require racial equity training Expand training of sub pool Provide training on emergency situations Implement new employee training on IT/email/security standards (Chuck) Provide new Assistive Technology training 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Established racial equity training requirements for 2017 Sent 3 staff to the American Library Association Midwinter Conference and 7 staff to the Library Technology Conference Provided ADA and FMLA training to library managers and supervisors Provided 486 hours of training for 73 staff at 69 workshops and other training activities <p>Quarter 2</p> <ul style="list-style-type: none"> Held the spring In-Service Day for 109 staff with a focus on safety and emergency procedures Sent 5 staff to the American Library Association Annual Conference in late June Provided 754 hours of training for 111 staff at 48 workshops and other training activities <p>Quarter 3</p> <ul style="list-style-type: none"> Began mandatory Ramsey County data governance training for library staff Provided 167 hours of training for 83 staff at 37 workshops and other training activities
<p>Analytics</p> <ul style="list-style-type: none"> Use Edge, Impact, and other survey data to guide planning, reporting Use County community indicators data Assess annual data on racial diversity of staff, volunteers, board (LW) 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Used survey data and County data sets to inform Popup Library concept and target locations Used County community indicators data and additional datasets to inform 2018-19 budget request priorities (operating hours, locations) <p>Quarter 2</p> <ul style="list-style-type: none"> Presented data on staff diversity to the Library Board in June Presented data on County community indicators to the Library Board in June Shared with staff and discussed <i>All Are Welcome Here</i> survey results from patrons of color

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: October 10, 2017

Subject: Third Quarter 2017 Financial Report

Attached is the 3rd quarter 2017 financial report. Highlights include:

- ❖ Property tax revenues are collected in May and October each year, and are on track for the first half of 2017. County Program Aid, revenue that comes from the State of Minnesota, is typically received during the second half of each year.
- ❖ With the addition of credit card payments received during the third quarter, Library fine revenues are slightly below projections for 2017 by about \$25,000. Due to continued declines in library fine revenues, projections for 2018 and 2019 were reduced during the budget process.
- ❖ Expenditures for salaries and fringe benefits were well within projections. With the grand opening of the new library in Shoreview, additional staff were funded to expand the library to regional hours of 63 per week. The new hours were not fully staffed until the second quarter, resulting in lower than projected costs. Retirements and staff turnover also contributed to the savings.
- ❖ Operating expenditures were within budget overall. Spending in the supply and capital outlay accounts was slightly higher than usual as many items not covered under the construction budget were purchased during the first half of 2017. Surplus funds from salaries and benefits will be transferred to cover the overage.
- ❖ The Library has made significant progress in expending its prior year reserves. Funds encumbered for 2014 and 2015 remaining projects have been expended, and projects earmarked from 2016 balances are underway. Improvements to the children's garden at Roseville will be completed in spring 2017, due to weather requirements for installation.



LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THRU SEPTEMBER 30, 2017 AND 2016

	2017					2016			
	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
Revenue									
Taxes	10,635,148.00	10,041,284.00	5,225,685.03	52%	2,305,277.97	10,070,528.00	4,999,810.35	50%	2,553,085.65
County Program Aid	0.00	593,864.00	0.00	0%	445,398.00	0.00	187,994.68	NA	(187,994.68)
Fines	550,000.00	550,000.00	332,120.98	60%	80,379.02	575,000.00	377,758.40	66%	53,491.60
MELSA	215,000.00	215,000.00	199,053.00	93%	(37,803.00)	215,000.00	200,832.00	93%	(39,582.00)
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	73,000.00	73,000.00	57,615.66	79%	(2,865.66)	73,000.00	54,914.33	75%	(164.33)
Interest on Investments	2,000.00	2,000.00	12,218.71	611%	(10,718.71)	2,000.00	3,735.53	187%	(2,235.53)
Building & Structures (Rent)	120,000.00	120,000.00	74,455.16	62%	15,544.84	120,000.00	77,465.65	65%	12,534.35
Recoveries	0.00	0.00	37,767.37	N/A	(37,767.37)	0.00	13,696.38	NA	(13,696.38)
Total Revenue	11,616,800.00	11,616,800.00	5,960,567.91	51%	2,752,032.09	11,077,180.00	5,937,859.32	54%	2,370,025.68
Expenditures									
Salaries*	5,897,770.00	5,872,770.00	3,704,238.53	63%	700,338.97	5,635,581.00	3,639,340.12	65%	587,345.63
Fringe Benefits*	2,058,021.00	2,058,021.00	1,455,898.42	71%	87,617.33	1,977,897.00	1,410,340.36	71%	73,082.39
Other Services & Charges	2,623,009.00	2,623,009.00	1,621,987.41	62%	345,269.34	2,425,702.00	1,718,027.67	71%	101,248.83
Supplies	133,000.00	148,000.00	110,765.71	75%	234.29	133,000.00	99,892.78	75%	(142.78)
Capital Outlay	55,000.00	65,000.00	66,280.85	102%	(17,530.85)	55,000.00	7,702.26	14%	33,547.74
Books, Periodicals, Etc.	850,000.00	850,000.00	508,727.47	60%	128,772.53	850,000.00	541,280.71	64%	96,219.29
	11,616,800.00	11,616,800.00	7,467,898.39	64%	1,244,701.61	11,077,180.00	7,416,583.90	67%	891,301.10
Inc/(Dec) to Fund Balance			(1,507,330.48)				(1,478,724.58)		

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

* 2016 Salary expenditures through payday 9/23/16.

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THRU SEPTEMBER 30, 2017**

	2017			Actual as a
	Reserve	Year to Date	Balance	% of
	Amount	Actual Cash	Unexpended	Reserve
		Disbursements	09/30/17	Year to Date
<u>Expenditures</u>				
2016 Operating Budget Reserves	389,587.00	233,110.65	156,476.35	60%
2015 Operating Budget Reserves	8,800.00	8,339.83	460.17	95%
2014 Operating Budget Reserves	8,500.00	8,500.00	-	100%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THRU SEPTEMBER 30, 2017**

	2017			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 09/30/17	Actual as a % of Budget To Date
<u>Expenditures</u>				
2016 MELSA Technology Grant	104,000.00	0.00	104,000.00	0%
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, 2017**

<u>Fund</u>	2017			
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	Cash Balance as of 09/30/17
Rental Book Revenue	27,763.94	11,801.20	12,783.53	26,781.61
Rental DVD Revenue	34,032.78	46,726.15	45,503.61	35,255.32
Library Gift Fund	377,270.38	154,556.31	171,433.96	360,392.73
Roseville Library Capital Campaign Gift Fund	22,709.12	0.00	1,515.51	21,193.61

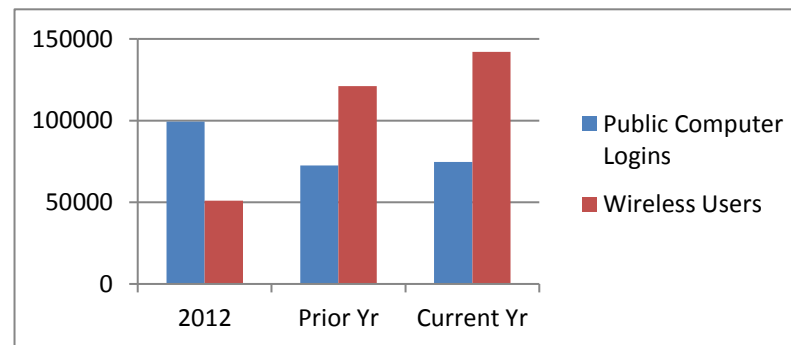
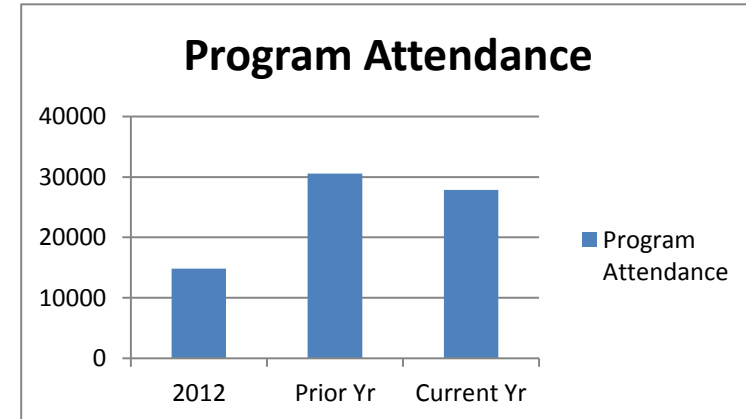
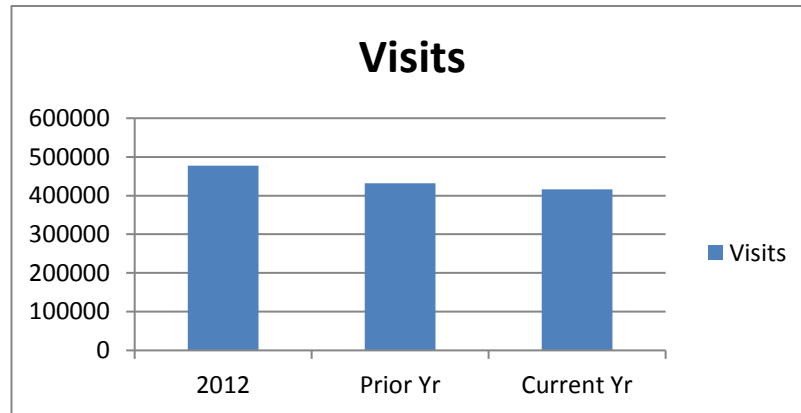
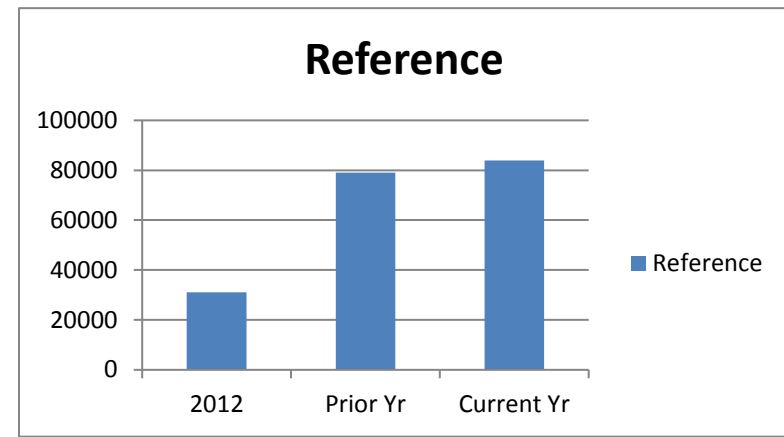
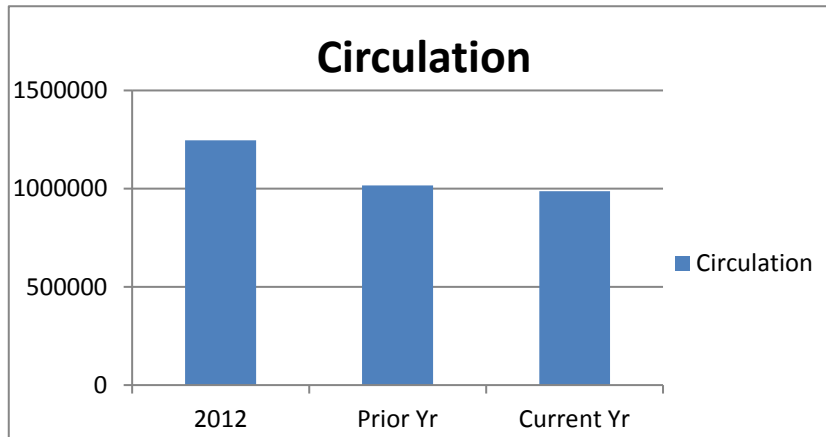
SUMMARY OF GIFTS RECEIVED

JULY - SEPTEMBER 2017

Donor	Purpose	Branch	Amount
Friends of the Ramsey County Library	Summer Reading Program	System	\$5,000.00
	Technology Literacy/Adult Life Skills Programs	System	\$6,250.00
	Children's Programs	System	\$1,250.00
	Teen Programs	System	\$1,000.00
	Library Newsletter	System	\$1,500.00
	Volunteer Program Development	System	\$1,250.00
	Employee Development	System	\$1,250.00
	Shoreview Capital Campaign - Sensory-Friendly Materials	SV	\$1,000.00
	Undesignated	WB	\$450.00
	Large Print Materials	System	\$230.00
Sisters in Crime	Mystery Books	RV	\$1,000.00
Friends of the Ramsey County Library	Shoreview Capital Campaign - Art Wall	SV	\$500.00
	Shoreview Capital Campaign - Honeycomb Wall	SV	\$5,400.00
Jean Stressler Trust	Undesignated	System	\$20,629.00
Metropolitan Library Service Agency	Legacy Program Reimbursement	System	\$850.00
TOTAL:			\$47,559.00

Statistical Trends 2017 Third Quarter Report

- System-wide circulation was down 2.9% overall for Q3, which continues a trend of erosion.
- Circulation of electronic materials was up 5.5%. 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 of 2017, electronic materials accounted for 9.8% of total circulation. The Library's collection now includes over 23,000 e-book copies and over 3000 e-audiobooks. Further access is provided via seamless access to MELSA materials.
- Visits to the library were down 3.7% from third quarter of last year. However, virtual visits to the library's website now exceed physical visits by over 93%.
- Usage of the library's wireless network continues to grow greatly – and was up by 17.3% in just one year. Logins to the library's physical computers had been eroding as usage transitions to wireless networks. But, this erosion leveled off this quarter and logins increased by 2.9%.
- Demand for meeting room space by outside groups continues to expand and was up 37% in Q3. This represents 754 room bookings and does not include library programs & events or self-serve study room usage. Availability of new bookable rooms after construction projects at White Bear Lake and Shoreview has allowed this use to grow.

Core Service Trends -- Quarter 3

Branches by Quarter 2017

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	151,879	146,822	159,269		457,970
Mounds View	42,419	40,574	43,759		126,752
New Brighton	62,925	58,821	60,281		182,027
North St. Paul	28,689	27,718	30,076		86,483
Roseville	357,416	331,509	345,724		1,034,649
Shoreview	111,256	147,808	163,893		422,957
White Bear Lake	75,087	72,473	81,412		228,972
Tech Services	6,069	5,626	5,954		17,649
Other					
Virtual	90,397	88,570	96,609		275,576
Total	926,137	919,921	986,977		2,833,035

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	57,282	55,879	62,886		176,047
Mounds View	19,039	19,114	21,575		59,728
New Brighton	27,614	26,494	27,274		81,382
North St. Paul	9,637	9,119	10,530		29,286
Roseville	153,534	145,710	156,457		455,701
Shoreview	57,819	74,460	84,501		216,780
White Bear Lake	34,132	34,050	39,703		107,885
Tech Services	860	845	866		2,571
Other	3,082	3,246	3,394		9,722
Virtual					
Total	362,999	368,917	407,186		1,139,102

Registrations

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	239	586	673		1,498
Mounds View	50	172	188		410
New Brighton	88	188	243		519
North St. Paul	39	93	112		244
Roseville	486	1,397	1,775		3,658
Shoreview	224	492	488		1,204
White Bear Lake	96	256	323		675
Tech Services	80	187	180		447
Other					
Virtual					
Total	1,302	3,371	3,982		8,655

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	13,156	11,765	14,625		39,546
Mounds View	4,095	3,510	4,537		12,142
New Brighton	5,057	4,823	5,655		15,535
North St. Paul	3,237	3,666	4,017		10,920
Roseville	29,640	29,757	35,087		94,484
Shoreview	13,078	9,477	12,220		34,775
White Bear Lake	4,017	3,952	5,772		13,741
Total	72,280	66,950	81,913		221,143

Visits

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	74,922	80,131	88,623		243,676
Mounds View	16,314	16,648	19,849		52,811
New Brighton	28,309	25,910	26,272		80,491
North St. Paul	9,207	9,744	10,231		29,182
Roseville	156,681	160,610	156,472		473,763
Shoreview	51,002	65,425	72,955		189,382
White Bear Lake	37,228	23,495	41,356		102,079
Total	373,663	381,963	415,758		1,171,384

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	139	136	197		472
Mounds View	21	22	22		65
New Brighton	0	0	0		0
North St. Paul	0	0	0		0
Roseville	244	245	245		734
Shoreview	84	190	190		464
White Bear Lake	40	39	56		135
Total	528	632	710		1,870

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	15,587	16,160	17,496		49,243
Mounds View	2,124	2,433	3,156		7,713
New Brighton	5,669	5,351	5,559		16,579
North St. Paul	1,874	1,854	1,958		5,686
Roseville	31,012	32,449	33,226		96,687
Shoreview	5,923	7,776	8,704		22,403
White Bear Lake	4,024	4,256	4,575		12,855
Total	66,213	70,279	74,674		211,166

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	15,428	15,606	16,512		47,546
Mounds View	1,858	2,030	2,923		6,811
New Brighton	4,949	4,492	4,648		14,089
North St. Paul	1,567	1,457	1,635		4,659
Roseville	31,153	30,868	31,865		93,886
Shoreview	3,468	6,049	7,145		16,662
White Bear Lake	62,745	3,664	3,736		70,145
Total	121,168	64,167	68,463		253,798

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	27,895	29,194	28,817		85,906
Mounds View	1,563	1,888	1,859		5,310
New Brighton	4,896	5,229	4,529		14,654
North St. Paul	1,643	1,043	1,238		3,924
Roseville	94,197	90,784	77,191		262,172
Shoreview	17,842	23,010	21,740		62,592
White Bear Lake	7,456	6,940	6,651		21,047
Total	155,492	158,088	142,025		455,605

www

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	716.75	627.15	705.25		2,049.15
Mounds View	83.75	91.65	98.50		273.90
New Brighton	453.45	190.75	144.00		788.20
North St. Paul	22.00	16.50	26.00		64.50
Roseville	1,777.03	1,810.08	1,971.91		5,559.02
Shoreview	442.65	533.44	529.25		1,505.34
White Bear Lake	268.75	272.80	278.65		820.20
Administration	0.00	0.00	0.00		0.00
Technical Services	0.00	0.00	0.00		0.00
Other	0.00	0.00	0.00		0.00
Total	3,764.38	3,542.37	3,753.56		11,060.31

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

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	37	62	65		164	1,578	2,924	4,761		9,263
Mounds View	39	40	40		119	1,125	1,426	1,190		3,741
New Brighton	44	39	36		119	1,659	2,112	1,847		5,618
North St. Paul	46	39	38		123	1,292	1,347	1,550		4,189
Roseville	129	116	117		362	6,321	4,584	6,143		17,048
Shoreview	35	70	54		159	1,991	2,901	2,887		7,779
White Bear Lake	50	55	55		160	1,871	3,409	3,340		8,620
Admin	0				0	0	0	0		0
SRP					0					0
Total	380	421	405		1,206	11,975	18,703	21,718		52,396

Teen programs**Teen program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	180	183	124		487	1,240	1,866	866		3,972
Mounds View	1	8	1		10	5	389	3		397
New Brighton	2	1	0		3	8	5	0		13
North St. Paul	42	45	58		145	205	63	94		362
Roseville	146	150	137		433	1,900	2,984	1,564		6,448
Shoreview	24	60	57		141	510	2,386	689		3,585
White Bear Lake	31	26	7		64	38	1,066	41		1,145
Admin	0	0	0		0	0	0	0		0
SRP					0					0
Total	426	473	384		1,283	3,906	8,759	3,257		15,922

Adult programs**Adult program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	99	70	28		197	504	396	190		1,090
Mounds View	11	1	1		13	91	23	13		127
New Brighton	5	6	5		16	104	96	104		304
North St. Paul	4	2	1		7	21	12	6		39
Roseville	19	133	104		256	3,308	3,051	1,585		7,944
Shoreview	36	52	48		136	409	480	540		1,429
White Bear Lake	32	33	39		104	364	517	459		1,340
Admin	0	0	0		0	0	0	0		0
Winter Reading					0					0
Total	206	297	226		729	4,801	4,575	2,897		12,273

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2015	2016	2017	% Change	2015	2016	2017	% Change	2015	2016	2017	% Change
Maplewood	758,373	660,932			297,408	257,805			3,192	3,019		
Mounds View	197,189	182,935			97,857	89,330			429	307		
New Brighton	258,002	254,756			117,366	115,289			746	704		
North St Paul	123,346	114,144			43,263	39,504			115	107		
Roseville	1,548,530	1,460,075			669,320	644,003			8,413	8,278		
Shoreview	594,303	481,827			266,139	218,847			2,482	2,733		
White Bear Lake	246,439	309,665			112,261	143,919			881	999		
E-material	344,169	362,326										
Other					19,329	15,699						
Support Services	24,657	24,258			3,450	3,449						
System Quarter 1	1,004,193	986,142	926,137	-6.1%	382,023	401,213	362,999	-9.5%	3,787	3,844	3,764	-2.1%
System Quarter 2	1,027,357	977,715	919,921	-5.9%	415,800	393,008	368,917	-6.1%	4,383	4,182	3,542	-15.3%
System Quarter 3	1,015,085	1,016,753	986,977	-2.9%	456,736	420,592	407,186	-3.2%	4,223	3,980	3,754	-5.7%
System Quarter 4	958,283	870,308			371,834	337,332			3,865	3,774		
Annual Total	4,095,008	3,850,918			1,626,393	1,527,845			16,258	15,780		

Express checkout percentages

Visits

Meeting room use by outside groups

Location	2015	2016	2017	% Change	2015	2016	2017	% Change	2015	2016	2017	% Change
Maplewood	92.3%	91.6%			358,961	334,487			789	820		
Mounds View	86.0%	84.8%			79,214	74,873			64	92		
New Brighton	91.7%	91.4%			97,150	107,051			0	0		
North St Paul	67.3%	63.0%			49,112	38,944			0	0		
Roseville	88.9%	88.6%			657,180	673,549			849	944		
Shoreview	96.4%	85.1%			226,231	192,908			135	153		
White Bear Lake	87.8%	89.5%			120,677	152,843			87	149		
System Quarter 1	86.9%	85.1%	84.1%	-1.2%	371,647	381,307	373,663	-2.0%	474	541	528	-2.4%
System Quarter 2	86.2%	86.0%	85.4%	-0.8%	407,336	408,731	396,743	-2.9%	484	568	710	25.0%
System Quarter 3	88.5%	86.3%	86.1%	-0.2%	439,168	431,913	415,758	-3.7%	458	550	754	37.1%
System Quarter 4	87.1%	81.9%			370,374	352,722			508	499		
Annual Average	87.2%	84.8%			1,588,525	1,574,673			1,924	2,158		

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

Location	2015	2016	2017	% Change	2015	2016	2017	% Change	2015	2016	2017	% Change
Maplewood	71,827	65,797			72,870	64,553			90,738	99,324		
Mounds View	11,210	10,290			10,366	9,711			5,809	6,395		
New Brighton	21,334	21,857			17,528	18,286			10,085	14,742		
North St Paul	7,308	7,648			6,618	6,755			2,941	3,802		
Roseville	145,915	129,966			144,467	125,394			294,802	292,886		
Shoreview	25,267	19,504			20,692	15,414			22,515	27,444		
White Bear Lake	13,069	17,253			10,100	14,017			15,219	22,392		
System Quarter 1	71,286	69,027	66,213	-4.1%	71,922	65,193	62,745	-3.8%	94,685	100,016	155,492	55.5%
System Quarter 2	74,625	69,097	70,279	1.7%	70,353	64,316	64,167	-0.2%	104,702	112,208	158,088	40.9%
System Quarter 3	80,082	72,595	74,674	2.9%	76,276	66,935	68,463	2.3%	123,140	121,074	142,025	17.3%
System Quarter 4	69,937	61,596			64,091	57,686			119,582	133,687		
Annual Total	295,930	272,315			282,641	254,129			442,109	466,985		

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

Location	2015	2016	2017	% Change	2015	2016	2017	% Change	2015	2016	2017	% Change
Maplewood	52,845	50,349			2,796	2,864			3,166	3,177		
Mounds View	13,806	14,209			805	806			1,761	1,757		
New Brighton	16,796	19,409			860	1,006			1,884	2,168		
North St Paul	14,014	17,459			434	1,000			1,768	1,771		
Roseville	121,784	125,593			7,387	7,555			3,166	3,184		
Shoreview	32,578	29,991			1,369	1,503			2,740	2,249		
White Bear Lake	16,107	18,850			1,264	1,415			1,638	2,259		
Technical Services					1,073	737						
System Quarter 1	67,899	72,254	72,280	0.0%	4,308	4,715	3,399	-27.9%	3,586	4,142	4,138	-0.1%
System Quarter 2	53,547	61,360	66,950	9.1%	3,816	3,474	3,371	-3.0%	4,193	4,315	4,436	2.8%
System Quarter 3	78,962	78,988	81,913	3.7%	4,438	4,590	3,982	-13.2%	4,228	4,204	4,448	5.8%
System Quarter 4	67,522	63,258			3,426	4,107			4,116	3,904		
Annual Total	267,930	275,860			15,988	16,886			16,123	16,565		

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

	2015	2016	2017	% Change	2015	2016	2017	% Change	2015	2016	2017	% Change
Quarter 1	493,445	460,613	746,417	62.0%	129,339	124,604	116,150	-6.8%	84,099	94,933	90,397	-4.8%
Quarter 2	487,161	453,119	784,498	73.1%	117,335	120,340	103,147	-14.3%	81,967	89,112	88,570	-0.6%
Quarter 3	488,440	493,734	805,926	63.2%	122,436	118,043	111,877	-5.2%	90,090	91,540	96,609	5.5%
Quarter 4	456,473	671,176			112,794	105,744			88,013	86,731		
Annual Total	1,925,519	2,042,513			481,904	468,731			344,169	362,316		

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

	2015	2016	2017	% Change	2015	3	2017	% Change	2015	2016	2017	% Change
Quarter 1	4,174	4,288	4,304	0.37%	5,564	5,743	5,391	-6.13%	\$33,777.02	\$22,038.58	\$4,074.60	-81.5%
Quarter 2	4,050	4,092	4,101	0.22%	5,682	5,359	4,703	-12.24%	\$30,920.40	\$27,227.07	\$2,411.10	-91.1%
Quarter 3	4,122	4,125	4,010	-2.79%	5,894	5,625	4,828	-14.17%	\$30,953.86	\$20,854.77	\$8,667.45	-58.4%
Quarter 4	3,879	3,769			5,384	4,161			\$18,878.36	\$17,065.19		
Annual Total	16,225	16,068			22,524	20,493			\$114,529.64	\$87,185.61		

Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
**Information &
Discussion**

Presented By
Julie Neville,
Property Manager

SUBJECT:
Quarterly Incident Reports

BACKGROUND:

Incidents are down for the third quarter of 2017. It is unknown if this is a result of incidents not being reported, or that the incidents are truly on the downswing.

BOARD ACTION REQUESTED:
For information and discussion.

Incident Report Comparison First Quarter				
	2014	2015	2016	2017
New Brighton	3	0	2	1
Maplewood	4	9	12	1
Mounds View	2	5	1	1
North St. Paul	0	2	0	0
Roseville	19	12	20	14
Shoreview	2	1	6	3
White Bear Lake	2	0 (closed)	0	1
	32	29	41	21

Incident Report Comparison Second Quarter				
	2014	2015	2016	2017
New Brighton	1	4	0	0
Maplewood	7	18	14	6
Mounds View	1	4	2	2
North St. Paul	1	2	1	1
Roseville	19	22	18	10
Shoreview	2	3	2	4
White Bear Lake	3	9	5	4
	34	62	42	27

Incident Report Comparison Third Quarter				
	2014	2015	2016	2017
New Brighton	1	5	1	2
Maplewood	9	9	20	11
Mounds View	8	6	1	2
North St. Paul	1	3	0	0
Roseville	14	28	18	6
Shoreview	3	14	1	4
White Bear Lake	0 (closed)	6	4	10
	36	71	45	35

Incident Report Comparison Fourth Quarter				
	2014	2015	2016	2017
New Brighton	2	3	2	
Maplewood	14	8	15	
Mounds View	2	6	1	
North St. Paul	1	0	0	
Roseville	25	31	16	
Shoreview	0	4	7	
White Bear Lake	0 (closed)	6	0	
	44	58	41	

Totals	146	220	169	83
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Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
Approval

Presented By
**Mary Larson, Library
Board Coordinator**

SUBJECT:

Library Board Three-Year Agenda

BACKGROUND:

To ensure that the Library Board is kept informed of key library services, special projects, and business-related matters, staff has created an annual list of topics to be considered by the Board at its meetings.

The list is meant as a guideline to help plan agendas and balance workload throughout the year. Agenda items may be shifted during the year to accommodate time-sensitive issues or other needs as determined by the Library Board and staff.

BOARD ACTION REQUESTED:

Review and approve the Library Board Three-Year Agenda.

Ramsey County Library Board

Annual Agenda for Meetings

2018-2020

	2018	2019	2020
January Location: SV	Annual Meeting 2018 Workplan Racial Equity Report	Annual Meeting 2019 Workplan Racial Equity Report	Annual Meeting 2020 Workplan Racial Equity Report
February	4 th Quarter Reports Year End Reserve List Facilities Update Shoreview One-Year Evaluation Branch Update/Tour	4 th Quarter Reports Year End Reserve List Library Finances Branch Update/Tour	4 th Quarter Reports Year End Reserve List Facilities Update Branch Update/Tour
March	Annual Report to State Budget Overview/Timeline Branch Update/Tour	Annual Report to State Budget Overview/Timeline Review Fines & Fees Branch Update/Tour	Annual Report to State Budget Overview/Timeline Branch Update/Tour
April	County Performance Measures 1 st Quarter Reports Award Library Gold Cards Public Policies Review	Budget Priorities 1 st Quarter Reports Award Library Gold Cards Public Policies Review	County Performance Measures 1 st Quarter Reports Award Library Gold Cards Public Policies Review
May	Budget Approval Collections Overview Community Engagement Overview	Technical Services Update Human Resources Update	Budget Approval Collections Overview Community Engagement Overview
June	Life Skills Program Digital Literacy Strategic Planning Framework Branch Update/Tour	Life Skills Program MP Coffee Shop Lease RV Coffee Shop Lease Branch Update/Tour	Life Skills Program Digital Literacy Branch Update/Tour
July	2 nd Quarter Reports Periodicals Contract Write Off Uncollectible Debt	2 nd Quarter Reports Library Materials Contract Write Off Uncollectible Debt	2 nd Quarter Reports AV Materials Contract Write Off Uncollectible Debt
August	Friends Update	Friends Update Protested Materials	Friends Update
September	History Project Volunteer Program Director's Performance Review Branch Update/Tour	Communications/Programming Director's Performance Review Branch Update/Tour	History Project Volunteer Program Director's Performance Review Branch Update/Tour
October	Benchmarking Report 3rd Quarter Reports Holiday Calendar Branch Update/Tour	Benchmarking Report 3rd Quarter Reports Holiday Calendar Branch Update/Tour	Benchmarking Report 3rd Quarter Reports Holiday Calendar Branch Update/Tour
November	Children's Services Update Digital Services/Tech Plan Update Branch Update/Tour	Teen Services Update Digital Services/Tech Plan Update Branch Update/Tour	Children's Services Update Digital Services/Tech Plan Update Branch Update/Tour
December Location: SV	Library Board Self-Evaluation Strategic Plan Approval CIP Budget Request Branch Update/Tour	Library Board Self-Evaluation MELSA Overview CIP Budget Request Branch Update/Tour	Library Board Self-Evaluation CIP Budget Request Branch Update/Tour

Ramsey County Library Board

Annual Agenda for Meetings

2018-2020

Every Year:

- Annual Meeting
- Annual Report to State
- Award Gold Cards
- Benchmarking Report
- Branch Updates/Tours
- CIP Budget Requests
- Digital Services/Tech Plan Update
- Director's Performance Appraisal & Salary Review
- Friends Update
- Holiday Calendar
- Library Board Self-Evaluation
- Life Skills Project
- Public Policies Review
- Quarterly Reports
- Racial Equity Report
- Workplan
- Write Off Uncollectible Debt
- Year End Reserve List

Every 2 Years:

- Budget Process
- Children's Services Update
- Collections Overview
- Communications/Programming Update
- Community Engagement Overview
- Digital Literacy
- Facilities Update
- History Project
- Human Resources Update
- Library Finances
- MELSA Overview
- Performance Measurement Process
- Protested Materials Committee
- Review Fines and Fees
- Technical Services Update
- Teen Services Update
- Volunteer Program

Every 3 Years:

- Audio Visual Materials Contract
- Library Materials Contract
- Periodicals Contract
- Strategic Planning (2018)

Every 5 Years:

- Maplewood Coffee Shop Lease (2019)
- Roseville Coffee Shop Lease (2019)
- Resident Survey (2021)

Every 6 Years:

- Facilities Master Planning (2018)

Ramsey County Library

Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Caféine Thai Café Request

BACKGROUND:

On July 29, 2017, Sanook, LLC owners Kumpon Boonwong and Navarat Poosansaard (owners of Caféine Thai Café at Maplewood Library) requested approval to close the café in November and December to take paternity and maternity leave. The Library approved this request. On October 10, 2017, Boonwong and Poosansaard submitted a request for the Library to waive their rent for November and December.

The owners had previously closed the café for about five weeks, from late December 2016 through January 2017, while they went to Thailand. In that instance, the Library invoiced the café for the January rent payment, but did not charge the owners for gas and electric usage that would normally be incurred if the café were open. Utility costs for the space average \$500-\$600 per month over and above the base rent cost.

HISTORICAL BACKGROUND:

In 2014, Ramsey County Library staff negotiated a five-year lease with Sanook, LLC for 1,200 square feet and use of all the equipment within the Library. In exchange, the café owners provided a security deposit of \$20,000 and agreed to pay \$25 per square foot of space plus property taxes.

In summer of 2015, Sanook, LLC expressed concern about the financial viability of the café. After discussions with the Ramsey County Attorney's Office and with the approval of the Library Board in September 2015, the rent was reduced by 40%.

In May 2016, Sanook, LLC submitted a request to the Library Board asking for the return of 50% of the damage deposit to improve inventory and promote the transition from a coffee shop into a Thai restaurant. The Library Board declined the request in July 2016.

BOARD ACTION REQUESTED:

Authorize Library staff to invoice Sanook, LLC for rent due for November and December 2017, waiving gas and electric charges for the space during the same time period.

Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
Discussion

Presented By
Jeff Eide,
Policy & Planning Manager

SUBJECT:

Benchmarking Ramsey County Library to Comparable Libraries

BACKGROUND:

Jeff Eide, 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

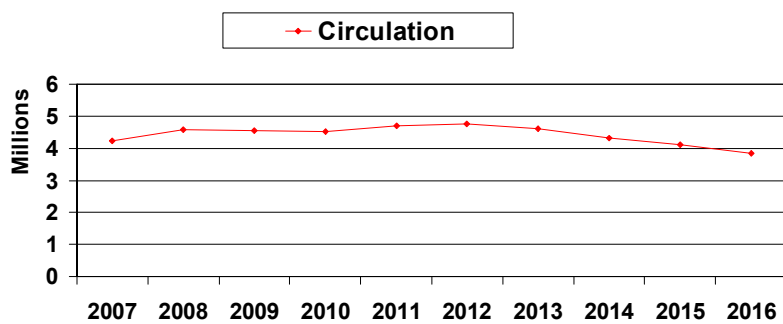
The Basics

▶ Circulation	3,850,918
▶ Visits	1,574,655
▶ Registered cardholders	262,032
◦ 166,552 RCL 95,480 crossover	
▶ Collection	564,888 physical
	25,214 digital

75% of suburban households
have a library card

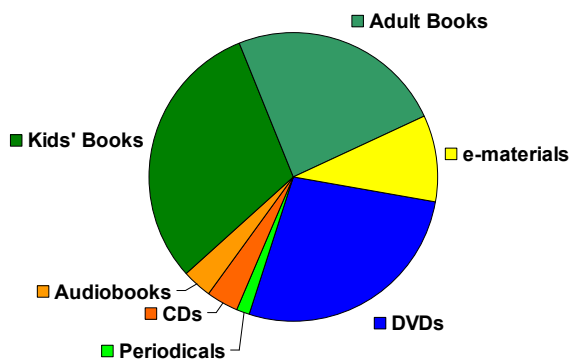
63% of suburban households have used a library
in the past year

Circulation 2007-2016

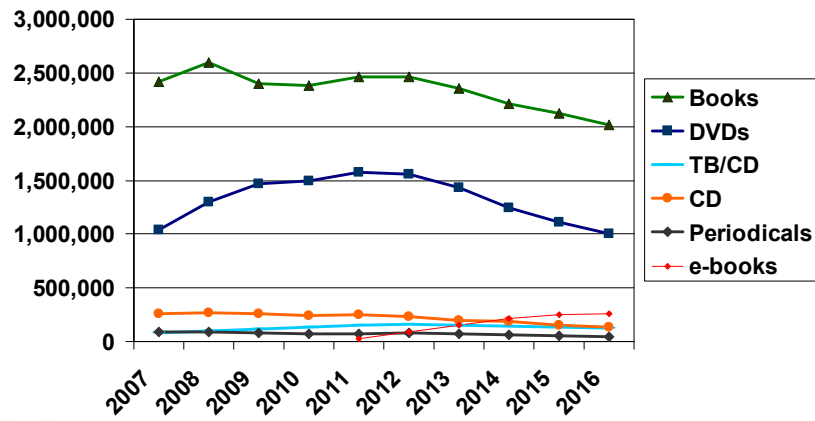


Circulation peaked in 2012 at 4.8m
Circulation for 2016 was 3.9m

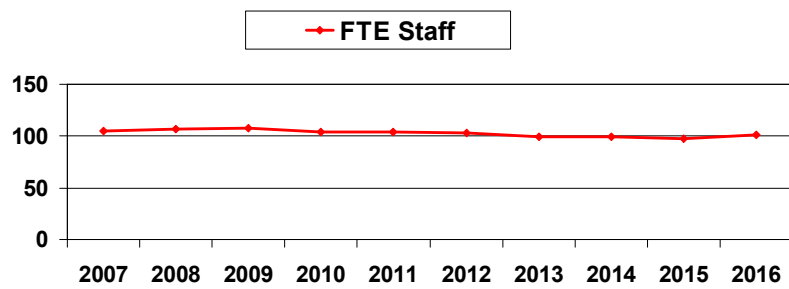
Usage by Item Type



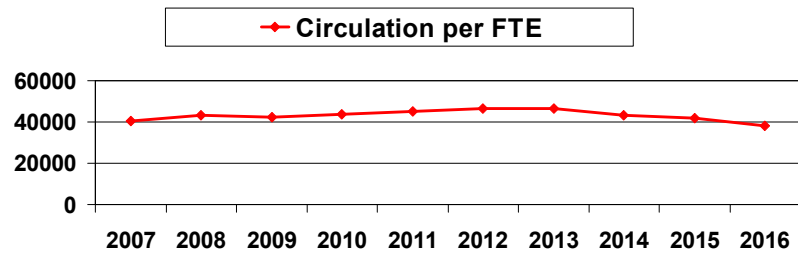
Circulation by Item Type



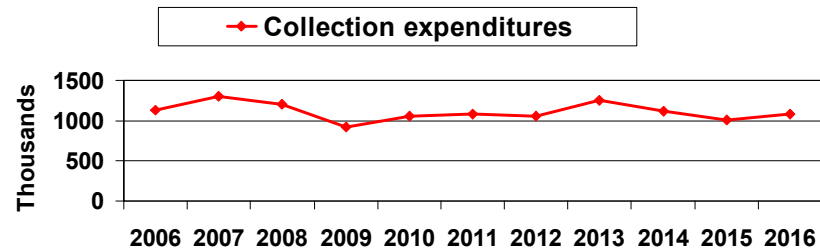
Full-Time-Equivalent Staff 2007-2016



Staff Workload 2007-2016



Expenditures on Collections 2007-2016



Peer Libraries

- ▶ Capital Area District Library, MI
- ▶ Daniel Boone Regional Library, MO
- ▶ Frederick County Public Libraries, MD
- ▶ Kitchener Public Library, ON
- ▶ Kitsap Regional Library, WA
- ▶ Lake County, IN
- ▶ Spokane County Library District, WA

Revenue per Capita

St. Paul	\$66.44
Hennepin	\$63.10
Ramsey	\$48.72
Peer Libraries	\$46.72
Carver	\$46.42
MELSA Average	\$42.25
Washington	\$33.36
Dakota	\$31.78
Anoka	\$25.78
Scott	\$22.42

Collections Expenditures per Capita

Hennepin	\$8.04
Peer Libraries	\$6.00
Dakota	\$5.37
Carver	\$5.27
MELSA Average	\$4.71
Ramsey	\$4.56
St. Paul	\$4.54
Washington	\$3.79
Anoka	\$3.06
Scott	\$3.03



Circulation per Capita



Ramsey	16.2
Hennepin	12.9
Dakota	11.7
Peer Libraries	10.7
MELSA Average	10.3
Carver	10.3
St. Paul	9.8
Washington	8.1
Anoka	7.5
Scott	5.3

Visits per Capita

St. Paul	7.8
Ramsey	6.6
Carver	5.3
MELSA Average	4.8
Dakota	4.6
Peer Libraries	4.6
Hennepin	4.4
Washington	3.7
Scott	3.5
Anoka	2.6



Collection Turnover



Ramsey	6.55
Dakota	5.78
Anoka	5.25
Hennepin	4.81
Peer Libraries	4.54
MELSA Average	4.53
Washington	4.31
Carver	3.71
Scott	3.38
St. Paul	2.45

Program Attendance per Capita

St. Paul	0.52
Ramsey	0.41
Peer Libraries	0.37
Carver	0.36
MELSA Average	0.29
Scott	0.26
Dakota	0.24
Washington	0.23
Anoka	0.16
Hennepin	0.15



Circulation per FTE Staff



Ramsey	38,064
Dakota	36,087
Anoka	29,301
MELSA Average	27,313
Hennepin	25,847
Washington	25,239
Scott	24,721
Carver	23,230
Peer Libraries	19,393
St. Paul	16,013

Circulation per Square Foot of Library Space

Ramsey	23.3
Washington	22.3
Dakota	20.4
Anoka	19.7
Peer Libraries	17.7
MELSA Average	16.4
Hennepin	14.6
Carver	13.7
St. Paul	9.9
Scott	7.4



Visits per Square Foot of Library Space



Washington	10.1
Ramsey	9.5
Dakota	8.0
St. Paul	8.0
Peer Libraries	7.5
MELSA Average	7.3
Carver	7.1
Anoka	6.9
Hennepin	5.8
Scott	4.1

Circulation per Hour Open

Ramsey	220
Dakota	170
Hennepin	135
Peer Libraries	134
Anoka	128
MELSA Average	120
Washington	115
St. Paul	75
Carver	64
Scott	51



Visits per Hour Open



Ramsey	90
Dakota	67
St. Paul	60
Peer Libraries	55
MELSA Average	53
Washington	52
Hennepin	46
Anoka	45
Carver	33
Scott	28



- ▶ library visits per capita
- ▶ circulation per capita
- ▶ program attendance per capita
- ▶ public Internet computer use per capita

Questions?

Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

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:

Information and discussion.

Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
**Information and
 Discussion**

Presented By
**Jill Boldenow,
 Library Director**

SUBJECT:

Homeless and “Skills for Life” Programs

BACKGROUND:

Recent staff reports at Library Board meetings have touched on the Library’s Community Resource Advocates (CRA) program, which in part, serves library patrons experiencing homelessness. A board member asked follow-up questions about the scope of our work related to homelessness.

The Library Director will discuss the genesis and focus of the CRA program, which is the centerpiece of Ramsey County Library’s work to address the needs of patrons experiencing homelessness.

The Director will also review:

- “Skills for Life” programming, which includes CRA (social services); financial and legal help; jobs and small business; caregiver and community health; and environment and sustainability.
- Other programming lines: arts and literature; history; technology; teen; kids.
- Our focus on strategic programming areas.
- Growth in programs and attendance.
- Programming assignments to part-time coordinators in charge of specific themes.
- Opportunities and challenges.

BOARD ACTION REQUESTED:

For Information and Discussion.

Ramsey County Library
Request for Library Board Action

Meeting Date
October 18, 2017

Action Requested
**Information and
Discussion**

Presented By
Jill Boldenow,
Library Director

SUBJECT:

North Saint Paul Library Update

BACKGROUND:

Ramsey County Library's North St. Paul branch is located in a facility owned by the City of North St. Paul. The Library became a tenant in 2005, when the facility operated as a community center. The Library invested in design and construction to remodel the North St. Paul Library space.

The facility no longer operates as a community center, but the City has leased space to other tenants. One current tenant, Minnesota Revolution Academy, is leaving. The City of North St. Paul is considering recruiting new tenants as well as the option of selling the facility. The City is taking the Library's future into account in their planning.

BOARD ACTION REQUESTED:

For information and discussion.

Branch Library Report

Maplewood



October 18, 2017
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

- Continuing noise and behavior issues in the teen area. We have purchased a portable desk that is placed near the teen area to better monitor the space. We have also increased programming in the space to increase staff presence and create relationships with the teen population.
- Started planning for pre-design of facility upgrades.
- Younger patrons are considerably more diverse than older patrons.

LIBRARY SERVICES AND EVENTS

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

- One weekly family storytime
- One weekly baby storytime
- One weekly Paws to Read
- One weekly English Language Learner storytime
- One monthly Yu-Gi-Oh/Pokemon program
- Two weekly Teen Makerspace
- One weekly Teen Gaming
- Two monthly Teen Library After Dark
- One weekly Community Resources Outreach program
- One monthly adult book club
- One monthly adult Makerspace
- One weekly Drop-in computer and tech help session
- One weekly Drop-in MNsure help session

What is special and important about the library

- Community Resources Outreach program continues to serve at-risk patrons with housing, health care, food, and other immediate needs.
- A thriving program of children's and teen programming
- A very strong staff, dedicated to providing excellent customer service
- Participant in MN Department of Education Summer Food Service Program, serving 1,348 lunches and 1,299 afternoon snacks between June and September 2017.

Collection Highlights

- Maplewood librarians continue to have significant system-wide collection development responsibilities

Work Plan Project(s)

- Community Resources Outreach Program
- Maplewood facility design review

Key Partnerships

- AARP (Tax Aide)
- People, Incorporated
- Salvation Army
- Keystone Community Services
- School Districts 622 and 624
- AmeriCorps (CTEP program)
- City of Maplewood
- Youthprise (Summer meals)
- Ramsey County Workforce Solutions (U LEAD youth summer employment program)

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	64
COLLECTION SIZE	112,729

STAFF FTE	16.25
TOTAL STAFF	25
VOLUNTEER HOURS	3,019

	2013	2014	2015	2016
TOTAL CIRCULATION	891,477	881,142	761,987	660,932
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	355,444 37%	333,195 37%	301,022 40%	257,805 39%
REFERENCE	41,418	49,647	52,845	50,349
COMPUTER HOURS USED	78,279	81,282	71,827	64,553
WIRELESS USERS	44,667	53,852	90,738	99,324
ANNUAL VISITS	390,048	392,856	358,961	334,487
CHILDREN'S PROGRAM ATTENDANCE	11,448	11,800	12,168	12,071
ADULT PROGRAM ATTENDANCE	398	296	2,726	1,345

Media Happenings

September - October

Facebook Highlights

Members



Jill Boldenow

September 12 at 4:58pm

Halfway to my goal for the 5K! Support the Library's summer reading program and a first-time participating director! Friends of the Ramsey County Libraries & Ramsey County Library

Jill's FRIENDS OF THE RAMSEY COUNTY LIBRARIES Campaign - ACTIVE.com

Thank you for visiting my campaign website. Please consider making a donation. Any amount is greatly appreciated! Jill Boldenow

[FUNDRAISING ACTIVE.COM](#)

Like Comment Share

Ramsey County Library, Friends of the Ramsey County Libraries and Therese Matthias Scherbel

Jill Boldenow Thanks for supporting this and the library, Jackie Starbird! You have always been a stellar library champion!!!
Like Reply September 12 at 12:05pm

Jackie Starbird thank YOU for your library work, jill! good luck with the 5K!
Like Reply September 13 at 12:35pm

Check in



William M Togbah is at Ramsey County Library

September 13 at 5:26pm · Roseville, MN

Life's Adventure with Sacrifice and Unpredictables: Who wants the Ride?

The world has been changed by 26 letters (ABC). You don't need to use them complexly. Those who use the 26 letters correctly will help change the world forever for everyone. All you need to know is know the 26 letters correctly. And the rest will follow afterwards. Mommies have taken 19 years to raise their daughters and sons. For me, I can take the next 5 years investing in businesses, institutions, and doing my job. Love wins.

#Investors

#GettingMyLifeBack

#FailureIsAnOption

#Entrepreneur

#IoTApollitician, A PUBLICIST

Ramsey County Library

Published by Pa Na Lor [?] September 15 at 11:05am

In 2016, Ramsey County Library registered 16,886 new library card users!
#LibraryCardSignUp



893 people reached

Boost Post

Gayle Moran, Adam Herman and 47 others

Ramsey County Library

Published by Pa Na Lor [?] September 14 at 12:39pm

So much energy during the Toddler Obstacle Course at the library in Maplewood!



1 601 people reached

Boost Post

22

1 Comment

Like Comment Share

Write a comment



Top Comments



Ralph Edwards Its like dog agility

Like Reply Message September 14 at 11:04pm

Members

Friends of the Ramsey County Libraries added 95 new photos to the album Book It 5K Walk/Run 2017 — with Shana Carlson Stoll and 3 others
September 15 at 9:05pm

Liked as Your Page

It was a great day for the Book It 5K! THANK YOU to everyone who came out to support the Summer Reading Program and Ramsey County Library. The Friends would also like to thank the many volunteers and sponsors who helped make this fun and family-friendly event possible. Please tag yourself and others you recognize and watch our page for more photos!

Edit: Participants, your times are now online at www.runningventures.com/Book17.htm



Ramsey County Library, Carlin Carlson, Bonnie Bassett and 48 others

8 Comments 2 Shares



Ramsey County Library

Published by Pia Na Lor [?] September 19 at 9:17am

We had a great time with Rafa, the Mayor's Dog, and read stories with City of Shoreview, MN (Local Government) Mayor Sandy Martin. Thank you!



540 people reached

Boost Post

Carolyn Barden, Teresa Freeland and 8 others

Check all



Courtney Russ added 5 new photos — at Ramsey County Library

September 20 at 6:28pm Roseville, MN

Checking out the Shoreview library for the first time and Lillyanna says it's her favorite library ever. Ethan enjoyed how big it was and the variety as well but not so much me beating him at life size connect four.



Like Comment Share

Ramsey County Library, Jeff Russ Sr., Jean Wagner and 10 others



Carla Ziembo Yes best one out there

Like Reply 1 September 20 at 7:28pm

Courtney Russ We really liked it! I think that will become our regular one. We typically just do the MV one which is nice but not nearly as nice as SV.

Like Reply September 21 at 8:35am

Mention



John Hakes shared Shoreview Community Foundation's post

September 12 at 10:23am

Three strong community partners in the Shoreview Community Foundation: Amherst H. Wilder Foundation and Ramsey County Library-Shoreview have bonded together for a "Powerful Tools for Caregivers" class series.

First session begins at 6 p.m. at the Shoreview Library tonight. Register today!



Shoreview Community Foundation

September 16 at 2:34pm Shoreview, MN

The Amherst H. Wilder Foundation is putting on a six-session class at the Ramsey County Library-Shoreview beginning September 19 on "Powerful Tools for Caregivers."

See More

1 Comment

Like Comment Share



John Hakes



Like Reply September 19 at 10:25am

Mention



Kristi Abbott Art is with Kristi Abbott

September 19 at 11:15am

Like as Your Page

A sneak peek at a new piece for the Ramsey County Library in Shoreview, MN!



Ramsey County Library, Molly Nicholson, Laurels Graham, and Jean Anthonakay

Like Comment Share

Mentions

White Bear Lake Area Historical Society
September 25 at 8:36pm · 

✓ Liked as Your Page

Another awesome crowd at the Ramsey County Library-White Bear Lake tonight! Thank you all for coming



Barbara McAdams, Sara Marice Hanson and Erik Peterson

1 Comment · 

 Like  Comment  Share

 Write a comment

Top Comments ·

 Barbara McAdams It was really interesting, where were they going to put the state capital STILLWATER OR ST. PAUL?
we all know Who won that vote!
Like · Reply · 2 · September 25 at 11:27pm

 Barbara McAdams Great time up there, the speaker was really interesting. He asked if there were any questions, so we asked a lot of them. I really enjoyed this program.
Like · Reply · 1 · September 25 at 11:29pm

 White Bear Lake Area Historical Society We happy to hear that, Barbara. Brent is very entertaining 😊
Like · Reply · September 26 at 8:41am

Ramsey County Library

Published by Pa Na Lor [?] · September 27 at 10:00am · 

Lorna Landvik, Author, Minnesota native and comedian, will share her wit, inspiration and writing process along with experiences in theater and stand-up comedy.

Explore : Art & Literature



Meet the Author:
Lorna Landvik

Monday, October 2, 6:30 - 8:30 p.m.
RCL - Roseville

 RAMSEY COUNTY Library

2,398 people reached

Boost Post

 8  1 Comment  12 Shares

 Like  Comment  Share

 Write a comment

Top Comments ·

 Kristen Klemann Could you create a Facebook Event for this, please?
Like · Reply · Message · 1 · September 27 at 10:08pm



Ramsey County Library

Published by Pa Na Lor [?] · September 26 at 3:00pm · 

We are honored to participate in this amazing project! Thank you, Elizabeth.






Minnesota Moment: Roseville Teen Tackles Stereotypes

A Roseville teenager has made it her mission to bring kids together and tackle stereotypes...

KSTP.COM

6,847 people reached

Boost Post

 Liz Harris Johnson, Dua Thao and 21 others  1 Comment  1 Share

 Like  Comment  Share

 Write a comment

Top Comments ·

 Jill Boldenow Great project, Elizabeth--and Roseville teens!
Like · Reply · Message · 2 · September 26 at 6:08pm

Mentions



ISD 622 Community Education

September 28 at 6:11am · 

✓ Like as Your Page

We're hosting the Ramsey County Library's Pop-up Library at Gladstone on October 2-3 from 10:00 am until 2:00 pm each day. Register or renew your library card, check out books and materials from a small collection, and use laptops with internet access. A storytime will be held on October 2 from 12:00-12:45 pm. Call Gladstone at 651-748-7250 for more information.



 Ramsey County Library, Cheryl Giesbrecht, Jennifer Grogg-Kindress and up Vincent

 Like  Comment  Share

Check out the agencies coming to our Resource Fair on Oct. 17th! We'll have 50 agencies that do amazing things to support families.

This is going to be a night to connect and grow, with free dinner, kids' activities, raffle prizes, massages, family pictures, and above all, the chance to connect with these AMAZING agencies!

160 Degrees, Inc.
Amherst H. Wilder Foundation
American Indian Family Center
Community Action - CAPRW Head Start & Early Head Start
Center for Inclusive Child Care
Children's Defense Fund-MN
Children's Theraplay
Chinese Acupuncture and Herb Center
CLEARCorps (Community Lead Education and Reduction Corps)
Cub Pharmacy
Face to Face Health & Counseling
Fare For All
Guadalupe Alternative Programs (GAP)
HealthEast
Housing Link
Metro Social Services
Legal Aid - Mid-Minnesota Legal Aid
Minnesota Association for Children's Mental Health
Hunger Solutions
Minnesota Organization on Fetal Alcohol Syndrome
Minnesota Communities Caring for Children/Prevent Child Abuse Minnesota
Model Cities
NAMI
Northeast Metro 916 Intermediate School District
Nystrom & Associates, Ltd.
PACER Center
Portico Healthnet
PrairieCare
Prepare and Prosper
Progressive Individual Resources, Inc.
Ramsey County Library
Ramsey County Sheriff's Office
Ramsey County Minnesota Children's Crisis Response
Ramsey County Financial Assistance
Ramsey County Project ASSIST
Ramsey County Public Health Child and Teen Checkups
Ramsey County Urgent Care for Adult Mental Health
Ramsey County Community Human Services
Southern Minnesota Regional Legal Services
St Paul Park and Rec
St. Paul Public Schools
Think Small
UCare
University of Minnesota Health
YWCA St. Paul - Health & Fitness
Maplewood Parks & Recreation



Youth & Family Wellbeing Resource Fair

Tuesday Oct 17 4:30-7:30

A FREE event for families of children who struggle with behaviors, emotions, learning or mental health.

Enjoy FREE

- Dinner and Snacks
- Raffles & Prizes
- Hands-on Activities
- Massage
- Health/ Mental Health Screenings
- Ramsey County Resource Guide
- Sign up for Clubs, Scholarships, etc.

Connect with Resources and Support in Ramsey County

Find out what's new and what works!

Mental Health Experts	Youth & Mentor Groups
School Help	Case Management
Faith & Cultural Groups	Physical Health and Nutrition Experts
Basic Needs and Money	Parent/Caregiver Support
Youth Activities	Juvenile Corrections

Battle Creek Middle School
2121 N Park Dr., St Paul

1 in 5 children will experience a serious emotional, behavioral or mental health challenge in their lifetime.

You are not alone. Come find out more!

For more information:
Contact Jaime: 651-293-5951 or jaime@rccmhc.org
Ramsey County Children's Mental Health Collaborative

Text "Wellness" to 651-504-6060 for updates and an EXTRA raffle entry!

DYK? A library card from any Metropolitan Library Service Agency (MELSA) member Library (below) is your connection to

- Homework Rescue -
for free online, one-on-one tutoring in all major subject areas!

What else can you do with your Library card?

Participating Library systems:

Anoka County Library,
Carver County Library,
Dakota County Library,
Hennepin County Library,
Ramsey County Library,
Saint Paul Public Library,
Scott County Public Library, and
Washington County Library

#LibraryCardSignUp Month



www.homeworkrescue.com

HOMWORK RESCUE.COM

Ramsey County Library, Saint Paul Public Library, Therese Matthias Schierbel and 7 others 4 Shares

Like Comment Share

Plan your next travel while on your current travel! Thanks to the Ramsey County Library, our Little Free Library now features some great travel books. Check them out while you're passing through or waiting to board. Where are some of your favorite places to visit?



Jenn Stratford, Dana Zukawert and Terry Maier 1 Comment

Like Comment Share

Write a comment

Top Comments

Ken Green I put quite a few history books and political biographies on the shelves of this Little Library, and someone at Union Depot removed them, evidently deciding they were not desirable.

Union Depot Hi Ken, the Little Free Library is there for the public to come and take books. We also hope they leave books like you did! Believe it or not our train travelers frequent the library quite a bit and we tend to go through a lot of books. I'm confident someone is pleasantly enjoying the travel books that you shared!

Ken Green Union Depot I hope so—they literally flew off the shelves! A matter of several hours.



Ramsey County Library

Published by Pa'Na Lor (P) · October 3 at 4:11pm

Join us as we read, sing and play together while practicing English and having fun!



English Language Learner Storytime

Saturdays, 10:30 - 11:30 a.m.
October 7, 14, 21
RCL - Maplewood
Appropriate for ages 2 - 5.



1,749 people reached

Boost Post

Josh Klumb and Sally Peters



Ramsey County Library

Published by Pa'Na Lor (P) · October 7 at 10:00am

Come and be a park ranger at the library in Shoreview!

The Park Office interactive installation was funded by Kiwanis Club of North Suburban St. Paul through the Friends of the Ramsey County Libraries Shoreview Library Capital Campaign.



4,816 people reached

Boost Post

Shelley Murray, Jacqueline Schneider and 23 others

1 Share

Check in



Jeremy Scott is at Ramsey County Library

October 10 at 5:08pm · Roseville, MN

Another beautiful sunset



Like Comment Share

Ramsey County Library, Theresa Bellach, Suzanne Bingham and 7 others

Twitter Highlights



Minitex @MinitexMN · Sep 19
DYK? Any @MELSA_Minnesota library card is your ticket to #smARTpass for free/discounted Arts expl!
#LibraryCardSignup
smartpass.melsa.org



You, Anoka County Library, CarverCountyLibrary and 6 others

1 7 13



Transparent Language @TLLanguages · Sep 20
Join those 16000+ people and get free access to 100+ languages in Transparent Language Online with your @rdreads card! #librarycardsignup

RamseyCountyLibrary @rdreads

In 2016, Ramsey County Library registered 16,886 new library card users! #LibraryCardSignUp



1 1



T. G. Polachek @TomsBrightIdeas · Sep 26
doing some website work at @rdreads while sporting my beverage to go cup from #CrossroadsChurchMN

1 1



Ryan Vanasse
@ryanvanasse

Follow

@hclib Hey, @rdreads has videogames in their collection. Do you also have these?

10:42 AM · 29 Sep 2017

2 Likes

1 2



Tweet your reply



Hennepin Cty Library @hclib · Sep 29

Replying to @ryanvanasse @rdreads
We used to when we were MPL but when the merger happened it was problematic to keep track of these specialized formats in the bigger system.

1



Ryan Vanasse @ryanvanasse · Sep 29

Oh for sad. Also, that must mean that I missed a sell off!

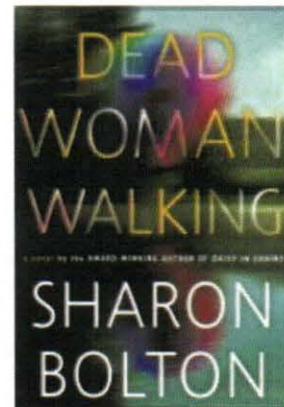
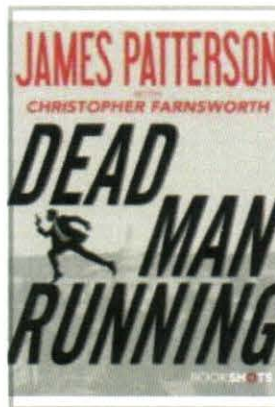
1



Magical Girl Jessie @onetime · Sep 29

Dead Non-Binary Person Jogging is I'm assuming the next hit book released @rdreads

New Fiction Books



1 1



Renee Grassi @MissReneeDomain · Sep 29

Hey there, @rdreads. I'm at your Shoreview branch. And it's beautiful!! #libraries #libraryarchitecture #librarybuildings #librarianlife



1 2 5



RamseyCountyLibrary

@rdreads

Replying to @MissReneeDomain

Thanks! Glad you like it.

2:30 PM · 29 Sep 2017

1 Like

1



Chey
@CheyNightl

Follow

I also requested almost 30 books from
@rclreads 🙏 #ElementaryEducationMajor

7:30 PM - 29 Sep 2017

1 Like



Chey
@CheyNightl

Follow

Drove over to the Roseville branch @rclreads
after work only to be reminded that it's
Friday and they close at 5. 😞

7:27 PM - 29 Sep 2017



Tweet your reply



RamseyCountyLibrary @rdreads · Sep 29

Replying to @CheyNightl

Bummer :(We open tomorrow at 10 am!



MJ @M_3927 · Oct 1

@rclreads thanks for helping me get through this recent bout of the crud.
watching lots of major crimes & get smart on dvd.



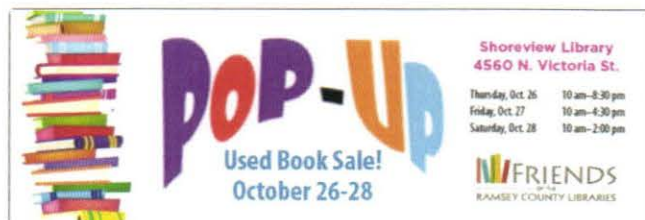
St. Paul City GOP @STPCityGOP · Oct 2

Driving @rdreads today we wondered why flags were at half-staff. Now we
know. We know the knee-jerk reaction of Regressives too on guns



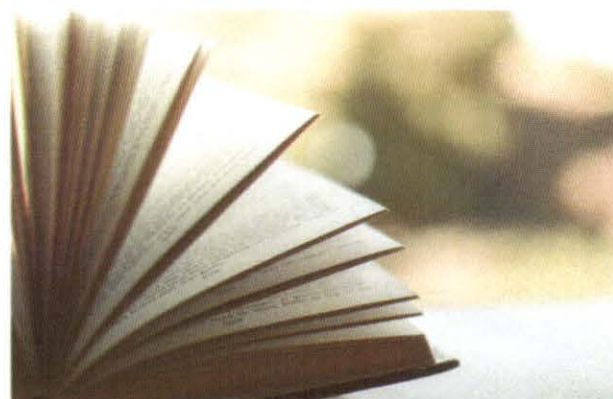
RC Library Friends @RCLFriends · Oct 2

The Friends are hosting a Used Book Sale October 26-28 at the @rdreads
Ramsey County Library in Shoreview. rdfriends.org



RamseyCountyLibrary @rdreads · Oct 6

It's Friday! What book will you be reading this weekend?



Jana M. Floyd
@janamfloyd

Follow

Replying to @rdreads

I will be attempting to finish up the Lilith's
Brood trilogy by Octavia E. Butler. 📖

10:18 AM - 6 Oct 2017

1 Like



Wendy Friedmeyer @wktfriedmeyer · Oct 6

Replying to @rdreads

Pioneer Girl by Bich Minh Nguyen. It's been on my TBR list for a while... just found
it at the library!



Margo Kulseth @MargoKulseth · Oct 7

Replying to @rdreads

What Happened. Hillary Rodham Clinton.



RamseyCountyLibrary @rdreads · Oct 9

Libraries are closed today for service improvements. System maintenance will
take place between 1 - 4 p.m. Online access may be limited.



North Oaks
@NorthOaksRes

Follow

Replying to @rdreads

Thanks for the extra day on the rental DVD!

6:36 PM - 9 Oct 2017





deb

@chckmeow1

Follow

Literacy garden at Roseville in @rdreads #MNLib17

4:18 PM · 5 Oct 2017 from Minnesota, USA

1 Like



Emilie Hanson @_emilieh · Oct 5

@mndnr partnered with @rdreads for their "I Can" programming to bring inner city families and new immigrants outside. #MNLib17



Sandbox Theatre @SandboxTheatre · Oct 6

@hclib @rdreads



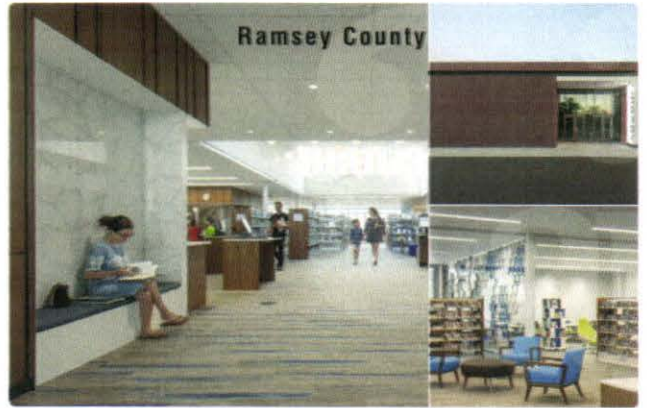
Sandbox Theatre @SandboxTheatre

10/8 at IN THE TREETOPS is Library Appreciation Night!
Show your library card, save \$2 on a ticket! Reserve online:
treetops.bpt.me



Adolfson & Peterson @AP_Construction · Oct 11

You need to check out the new @rdreads in Shoreview if you haven't already—it's beautiful! #APBuilds #WisdomWednesday



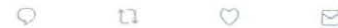
T. G. Polachek @TomsBrightIdeas · 15h

on the list for #BorrowtheInternet from @rdreads Wish you didn't have to go to Merriam Park to get it.



T. G. Polachek @TomsBrightIdeas · 15h

Listening to #FrancescaBastelli on Pandora while I admin the websites I do at @rdreads



Facebook/Google/Yelp Reviews

Ramsey County Library - Shoreview

4560 Victoria St N Shoreview, MN

[Write a review](#)

4.6 ★★★★★ 19 reviews

Sort by: Most recent



Mark Williams

53 reviews

★ ★ ★ ★ ★ a week ago

A decadent library that gives a third of it's space to librarians in plush offices! Better than before but wasted space that includes community space used for politics and romper rooms. This place caters to noisy kids! Floor to ceiling windows are foolish for MN winter's and the raised floors stupid Radiant heating????

Ramsey County Library - Roseville

2160 Hamline Ave N Roseville, MN

[Write a review](#)

4.5 ★★★★★ 58 reviews

Sort by: Most recent



Mrs Lee

1 review

★ ★ ★ ★ ★ in the last week

Had a very bad experience at this library today my 13 year old daughter and I went into the "teen" section to check out their comic section . Young men were loudly swearing and using the "n" word. The librarian approached them but they just laughed and blew him off and continued with their bad behavior . I approached them and told them they were being rude and disrespectful to the rest of the patrons. When I talked to the manager of the library she tried to down play the matter saying they had a "special meeting " to handle such matters and maybe my daughter would be more comfortable in the tween section ?! I said I'm not sure why I said anything, nothing will be done. The supervisor said well we will see about that. The kids were still there when we left, this is reverse discrimination !!

Helpful?



Mr Right

73 reviews

★ ★ ★ ★ ★ 2 weeks ago

Not very neat. Somalis will bring in food from nearby Cub to have social hours in study rooms and will use their "outside voices"! Library staff seemingly do not care. Homeless people will bring in hot meals to eat in the study rooms and around the library too! College students seem to forget about their body functions in the chairs...

Ramsey County Library - Maplewood

3025 Southlawn Dr Maplewood, MN

4.1 ★★★★★ 34 reviews



K C

1 review

★ ★ ★ ★ ★ in the last week

There's only like four outlets for patrons to use in the entire library.

Anoka County Library hosts second annual local author fair

Published September 17, 2017 at 3:34 pm

By Sun Editor

The Anoka County Library will host its second annual local author fair on Saturday, Sept. 30, at the Rum River Library. Activities will start at 10 a.m. with keynote speaker Tom Rademacher. Known as “Mr. Rad” to his English students, the 2014 winner of the Minnesota Teacher of the Year Award will discuss his book, *It Won’t Be Easy: An Exceedingly Honest (and Slightly Unprofessional) Love Letter to Teaching*. Copies of his book will be available for purchase and signing.

Following Rademacher’s appearance, the public can connect with nearly two dozen local authors featured in this year’s fair whose books represent a range of genres, reading levels, and topics. In addition to getting to know local authors, attendees can learn about crafting their own literary pieces.

“Being able to connect our community of readers, budding authors, and established local authors all in one place is what makes the local author fair so enjoyable and successful,” said Maggie Snow, director, Anoka County Library.

Second annual local author fair schedule of events:

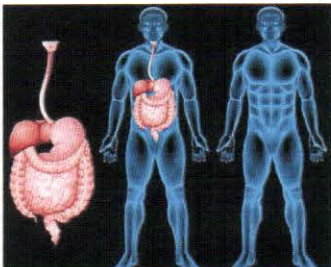
- 10:15-11 a.m. Keynote speaker, Tom Rademacher
- 11 a.m. to noon. Poetry workshop: “Poem in an Hour: Why You Should Write Poetry”
- 11 a.m. to 1 p.m. Authors available to discuss, promote, and sell their books
- Noon to 1 p.m. Creative Nonfiction Workshop (in partnership with Banfill-Locke Center): “A Place in Time”

Workshop space is limited and registration is required.

For workshop registration or additional information on the second annual local author fair, visit <http://anokacountylibrary.org>.

Filed Under: [Anoka County Library](#), [Columbia Heights](#), [Community and People](#), [Fridley](#)

Sponsored Content



Signs Your Liver is in Bad Condition

Hale Hearty

Bluebonnet Nutrition Calcium Citrate Plus Vitamin D3 -- 180 Caplets

Vitacost

RCA 50" Class FHD (1080P) LED TV (RLDED5078A-C)

Walmart

Washington County's little Valley Library hoping for big changes

Users want more space, defying a recent trend to shrink in favor of digital collections.

By Kevin Giles (<http://www.startribune.com/kevin-giles/10644901/>) Star Tribune

SEPTEMBER 27, 2017 — 9:13PM

To Grace and Tom Fix and their daughters, the public library in Washington County is more than a place to satisfy intellectual curiosity. They think it should be a place for neighbors in the rural Lower St. Croix Valley to gather. And it isn't.

The Fixes and other residents recently went to a County Board meeting to tell commissioners what's lacking at Valley Library in Lakeland, describing crowded aisles between book stacks and patrons having to walk through a boiler room to reach the restroom.

"Residents of our community really do deserve a better library," said Beverly McDonough of St. Mary's Point.

Valley Library, the smallest Washington County branch library and the seventh smallest public library in the metro area, is seeing a public demand for more space at a time when many other libraries in this digital age need less.

The 2,400-square-foot library, housed in a shopping mall in the city of 1,800 along the St. Croix River opposite Hudson, Wis., hasn't changed much in 30 years. Residents say it's cramped and lacks community meeting space, one of the principal draws of modern libraries.

Valley Library is a place to study for 15-year-old Sofia Fix and her 12-year-old sister, Ella, and also to research Girl Scout projects. The girls attend a charter school that has no library, so they use Valley extensively, their mother said.



- Valley Library is the smallest Washington County branch library, with a circulation of nearly 29,000 materials last year of nearly 29,000 materials. The largest county library, R.H. Stafford in Woodbury, circulated more than 834,000 materials in 2016.

- Washington County also has libraries in Forest Lake, Oakdale, Cottage Grove and Mahtomedi. In 2018, Lake Elmo will join the county library system after opening a city library for seven years.

Valley Library

Where: 380 St. Croix Trail S., Lakeland
 When: Open Monday, Friday and Saturday, 10 a.m. to 2 p.m.; Tuesday, Wednesday, Thursday, 2-4 p.m.; closed Sunday.
 Programs: tinyurl.com/ydftzke
 Details: See www.washcolib.org/ for more information on Washington County libraries.
 (http://stmedia.startribune.com/images/rows_150655083436159.jpg)
 RENEE JONES SCHNEIDER • STAR

Amy Lahr read a book with her son Corv Lahr while at Valley Library for children's time earlier in the month.

McDonough, a retired teacher, complimented Valley librarians for having "utilized every inch" of the library, but she said it's still not enough. The library needs more computers but doesn't have room for them, while resources for children are limited.

"All children should be exposed to the wonders and the treasures that await them at a library," she told commissioners.

Changing libraries



More libraries are making additional space for community meetings, as eye contact becomes more important in a world of digital research, said Ken Behringer, executive director of the Metropolitan Library Service Agency.

Libraries also have become booming markets for learning technology. Overall, he said, “the expansion of buildings has exceeded reductions by a substantial margin.”

Washington County opened Valley in the early 1980s to serve the small cities and townships along the St. Croix River. Now, as the will to expand gains traction in places like Lakeland, Lakeland Shores, Lake St. Croix Beach, St. Mary’s Point and Afton, county officials plan to ask residents what they want.

“There’s a lot of community pride in the library. People have stories about how the library has impacted their lives and the lives of their families and friends,” said library director Keith Ryskoski.

Commissioner Gary Kriesel, who represents the Lakeland area, said officials don’t want to repeat mistakes of the past. Lake Elmo withdrew from the Washington County library system in 2011 after disputes over limited hours and declining programming.

“Since I’ve become a commissioner I’ve learned a few things. If you don’t provide a library with adequate hours, it’s going to fail,” Kriesel said. “We have a lot of energized people down there who really support having that library improved.”

The County Board’s desire for a larger Valley branch represents a shift in recent thinking that digital access would make books disappear.

“Some have predicted this massive decline,” Ryskoski said, but brick and mortar libraries are returning in popularity, in large part because of the demand for gathering space. At the county’s Oakdale library, meeting space is booked almost every hour the library is open, he said.

Washington County is planning to replace two other libraries considered substandard: Park Grove in Cottage Grove and Wildwood in Mahtomedi. When commissioners on Tuesday approved architectural contracts for those projects, Kriesel said he wanted Valley Library patrons to know they won’t be forgotten even if their new library is housed in leased space.

When Ryskoski met with commissioners at a March workshop to discuss Valley Library’s future, there was a consensus the library needed to move to another location.

“I don’t want to spend a lot of time and effort figuring out how that undersized existing space might be able to work,” Kriesel said recently. “It’s not going to work long-term. It’s certainly not going to benefit the community for kids’ programming and teen outreach and meeting rooms and everything else that they desire.”

Public support

Kriesel said he’s heard from every mayor in the Lower Valley and many residents as well that they want a change. Concern over existing space shouldn’t reflect negatively on the mall owner, who’s been supportive, Kriesel said.

“My position has been pretty clear the past few years. I’m willing to consider a levy increase to provide good library services back to our communities,” he said.

Sara Meyer, a St. Mary’s Point resident and a member of the county’s library advisory board, said a new library would be a place where seniors can stay updated on technology, book clubs can meet and regular family programming is provided “so they can learn and be inspired close to home.”

Ryskoski said that Lower Valley residents will be heard.

"We're just pleased that people are excited about the library, support it, and are interested in enhancing services," he said. "It's a good problem to have."

kgiles@startribune.com

651-925-5037

StribGiles

LillieNews

46.4 °F 51 °F 59 °F

Mostly Cloudy

St. Paul, MN Weather

[NEWS \(/NEWS\)](#)
[SPORTS \(/ARTICLES/SPORTS-0\)](#)
[VIEWPOINTS \(/VIEWPOINTS\)](#)
[EVENTS \(/ARTICLES/EVENTS\)](#)
[FAITH \(/ARTICLES/FAITH\)](#)
[LEISURE & LIFESTYLE \(/ARTICLES/LEISURE-LIFESTYLE\)](#)
[LET IT BE KNOWN \(/ARTICLES/LET-IT-BE-KNOWN\)](#)
[CLASSIFIEDS \(/CLASSIFIED\)](#)
[COMMUNITY CALENDAR \(/COMMUNITY-CALENDAR\)](#)
[COUPONS-DOTTED LINE DISCOUNTS \(/DOTTED-LINE-DISCOUNTS-COUPONS\)](#)
[PROGRESS \(/CONTENT/PROGRESS-2017-FEATURED-BUSINESSES\)](#)
[COMMUNITY GUIDE \(/ARTICLES/COMMUNITY-GUIDES\)](#)
[SPECIAL SECTIONS \(/PDF-EDITION/SPECIAL-SECTION\)](#)
[2017 READERS' CHOICE \(/CONTENT/2017-READERS-CHOICE\)](#)

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Friends of the Ramsey County Libraries pop up a sale

Submitted by admin on Mon, 10/02/2017 - 11:19am

The Friends of the Ramsey County Libraries is hosting a "Pop-Up" Used Book Sale Oct. 26-28 at the Ramsey County Library in Shoreview, 4560 N. Victoria St. Thousands of books, movies, talking books and CDs from all seven Ramsey County libraries, as well as private donations, will be sold. Most items sell for \$1 or less. Only cash or checks will be accepted.

Books are pre-sorted by genre in fiction, several non-fiction categories, children and young adult books to make shopping easier for book lovers. The sale begins at 10 a.m. all three days, closing at 8:30 p.m. on Thursday, Oct. 26; at 4:30 p.m. on Friday, Oct. 27; and at 2 p.m. on Saturday, Oct. 28.

Starting Oct. 1, bring your donations to the Shoreview location to be sorted and priced for this sale. Books that are in good condition, CDs, DVDs, talking books, VHS tapes and vinyl records will be accepted.

Books that are moldy, mildewed, water damaged, torn, have broken spines or missing pages will be accepted; neither will magazines, text books, encyclopedias or manuals more than 5 years old.

Proceeds from the Friends book sales and used book stores benefit Ramsey County public libraries in Maplewood, Mounds View, New Brighton, North St. Paul, Roseville, Shoreview and White Bear Lake. For more information go to www.rclfriends.org (<http://www.rclfriends.org>).

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Greater White Bear Lake Community Foundation announces grant recipients

Oct 4, 2017 Updated Oct 4, 2017

The Greater White Bear Lake Community Foundation has awarded \$32,200 in grants to community groups through its Community Partners Fund.

Thanks to the contributions of people in the greater White Bear Lake community, the foundation announced in late May that it would award grants to projects and programs of area organizations that align with its mission of inspiring philanthropy and enriching the lives of people who live in the communities it serves — Birchwood Village, Dellwood, Mahtomedi, White Bear Lake and White Bear Township. By the deadline of Aug. 15, the foundation's Community Partners Fund had received 32 proposals for funding, totaling \$142,211.

The foundation's grants advisory committee is chaired by board member Carol McFarlane and consists of Bryan Belisle, Beverley Driscoll, Marilyn Muellner, John Redpath and Mark Sather, all of whom recognize the contributions of area community organizations.

"Their work is contributing to and enhancing quality of life for those who live and work in the greater White Bear Lake area, and we are pleased to be able to support their efforts through the foundation's grant-making program," said McFarlane. "These programs and projects represent a wide variety of fields of interest, including serving our senior population, preserving the environment, carrying out cultural and historical activities, caring for those in need, and providing educational opportunities."

Based on the committee's recommendations, the board approved awards to 20 programs.

"We are grateful to have had \$32,200 to invest in these projects," stated McFarlane, "but this only makes a small dent in the need."

The foundation, incorporated in March 2015, hopes to continue with a second grant round in 2018 and encourages community residents who would like to support local organizations to contribute to the Community Partners Fund by donating through the foundation's website, www.greaterwblfoundation.org. For more information on the fund, contact the foundation's executive director, Jackie Reis, at jackier@greaterwblfoundation.org or 651-451-1111.

Submitted by Jackie Reis, Greater White Bear Lake Community Foundation

Recipients of the Greater White Bear Lake Community Foundation

BASED ON A TRUE STORY

- **Century College Foundation** - \$1,800 (contribution to emergency assistance fund to help students stay in school and graduate)
- **Cerenity Senior Care** - \$1,050 (purchase of iPads for use by long-term care residents and hospice patients);
- **Children's Performing Arts** - \$1,000 (support for youth choir programming and entertainment in our communities)
- **Consortium of Lake Area Senior Services: Creating Dementia Friendly Communities Initiative** – \$2,500 (to help people in our communities understand what dementia is, how it affects families, and to help make a positive difference in the lives of those affected by dementia)
- **Giving Gardens** - \$2,000 (expansion of number of garden beds adopted by community neighbors to provide fresh produce to those in need)
- **H2O For Life: SPLASH! Toolkit** – \$1,300 (development and implementation of an educational toolkit for use in area schools to teach youth to become water stewards and advocates for water resources)
- **Lakeshore Players Inc: Active Voice 2017-18 Staged Reading Series** - \$1,000 (to provide access to more diverse and experimental performance opportunities that encourage critical thinking, stir complex emotions, and discuss topics not usually explored)
- **Level Up Academy: Global Enrichment** – \$1,650 (to offer the Global Inventors curriculum to middle school students as an addition to the school's STEAM, science, technology, engineering, art, math, program)
- **Lyngblomsten: Demonstrating Program Impact** – \$2,000 (to develop with the Wilder Foundation a comprehensive evaluation program to measure the efficacy of this new model for providing program services for older adults and their caregivers)
- **Mahtomedi Area Food Shelf: Backpack Program for Non-school Days** – \$2,000 (support of current and expanded program to provide food support for Mahtomedi school district children)
- **Newtrax Inc: Community Shuttle Pilot Program** - \$1,000 (pilot project to create a transportation system for area seniors to have access to community businesses, organizations, and area events)
- **Northeast Youth & Family Services: Senior Chore Services** - \$2,000 (support of program that pairs seniors living in their home with community youth and adults to provide help with seasonal and routine chores allowing seniors to remain in their homes)
- **Solid Ground: Learning & Enrichment Program** - \$3,000 (to expand an after-school tutoring program for formerly homeless children in grades K-8 residing at East Metro Place)
- **Tamarack Nature Center: Junior Assistant Naturalists Mentoring Project** - \$2,500 (support for adding a youth volunteer coordinator dedicated to engaging, mentoring and guiding the Junior

Assistant Naturalists program)

- **White Bear Area Emergency Food Shelf: Century College Mobile Market** - \$1,000 (to provide healthy and nutritious food to students at Century College struggling with food insecurity by providing a monthly mobile market)

- **White Bear Lake Area Historical Society: White Bear Township Hall Restoration Project** - \$2,000 (contribution toward purchase of historical markers for the restoration of historic town hall)

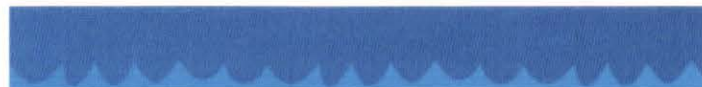
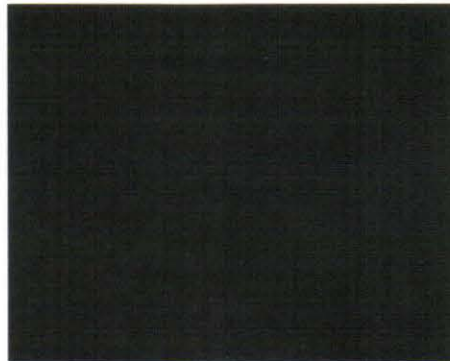


- **White Bear Lake Branch/Ramsey Co. Library: Park Rx Kits** – \$600 (in partnership with the Minnesota DNR and BearPower, to promote physical and mental health by providing access to state parks together with educational materials about opportunities for hiking in nature);

- **White Bear Lake Lions Club Foundation: Soldiers Memorial Flagpole Project** - \$1,000 (contribution toward project to refurbish and rebuild flagpole dedicated in 1939 as a tribute to all soldiers of any war);

- **White Bear Lake United Methodist Church: Expansion of READ 5,000 Program** - \$1,800 (to expand program for students at Willow Lane Elementary School from first grade to second and third grades by giving financial assistance to children who might not otherwise be able to purchase books at school book fairs);

- **Young Life: White Bear Lake & Mahtomedi Area** - \$1,000 (support of project to re-establish and expand high school program in White Bear Lake and Mahtomedi school districts).



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Editorial: A leader among urban libraries

By [PIONEER PRESS EDITORIAL BOARD](#) | Pioneer Press

October 11, 2017 at 12:57 am

A gathering in St. Paul this week will give consideration to the concept of leadership in a democratic republic — and the power of public libraries to strengthen their communities.

We welcome more than 200 library leaders meeting here Wednesday through Friday for the annual forum of the Urban Libraries Council.

As the democracy discussion intersects with race and equity, “we wanted to make sure we were in a place where in fact that was being modeled,” the council’s president and CEO, Susan Benton, told us.

Her compliment for St. Paul: Our system is “truly ahead of other public libraries” as they consider their evolving role in our cities.

St. Paul libraries last year were the first in the nation to receive the Top Innovator Award for Racial and Social Equity from the council. It cited efforts to assure that library staff diversity reflects that of the community, as well as expansion of children’s storytime programs, adding languages that better serve the city’s immigrant populations. Also noted was a policy change that eliminated a requirement that patrons show a library card to use a computer, after it was found that the procedure disproportionately affected people of color.

Mayor Chris Coleman, who is listed among conference speakers, earlier this year was named winner of the council’s Urban Leader Award for efforts that include advocacy for innovative out-of-school-time programs.

With their deep community connections, “I want people to understand that our libraries are our front line in government,” St. Paul Library Director Jane Eastwood told us. They “welcome anyone in the community who comes to our doors.”

Patrons enter, she said, not only for books and information but also for help with computer basics needed to submit a job application or write a resume, for classes and discussions and for space to be creative with tools and technology.

The sweeping more-than-books transition belies the quiet-in-the-library stereotypes.

Benton describes the changes by recalling a conversation with a Twin Cities cab driver during a visit here a few years ago. The driver, from Egypt, told her about “my family’s library” and its importance as a source for homework help, connections via public computers and the “foothold” that would help put them on the path to better language skills, more stable employment and eventually citizenship.

“To me, that is a perfect reflection of the public library and its role in a democracy,” Benton told us.

Efforts in St. Paul under a "We Belong Together" banner include a statement from Eastwood in March that reaffirms the role of libraries in our republic and her support for their work to help the public understand current issues.

Our communities need their library system "now more than ever," she wrote. "We are purveyors of truth in an era of 'fake news.' We are a safe space for dialogue related to current events. We inform patrons of basic civics and human rights. We promote literacy, digital inclusion and access to information."

She referred to the American Library Association's Bill of Rights, noting that it "states that it is absolutely the library's duty to uphold the values of freedom, equality, safety and access to information. This applies to all people, regardless of age, origin, economics, background, citizenship or views."

"Your libraries in Minnesota are star libraries, particularly in the Twin Cities," Benton told us. "You all are doing remarkable work."

We think so, too. As our visitors reflect on their role, we should consider our good fortune. It's hard to imagine a community without strong libraries.



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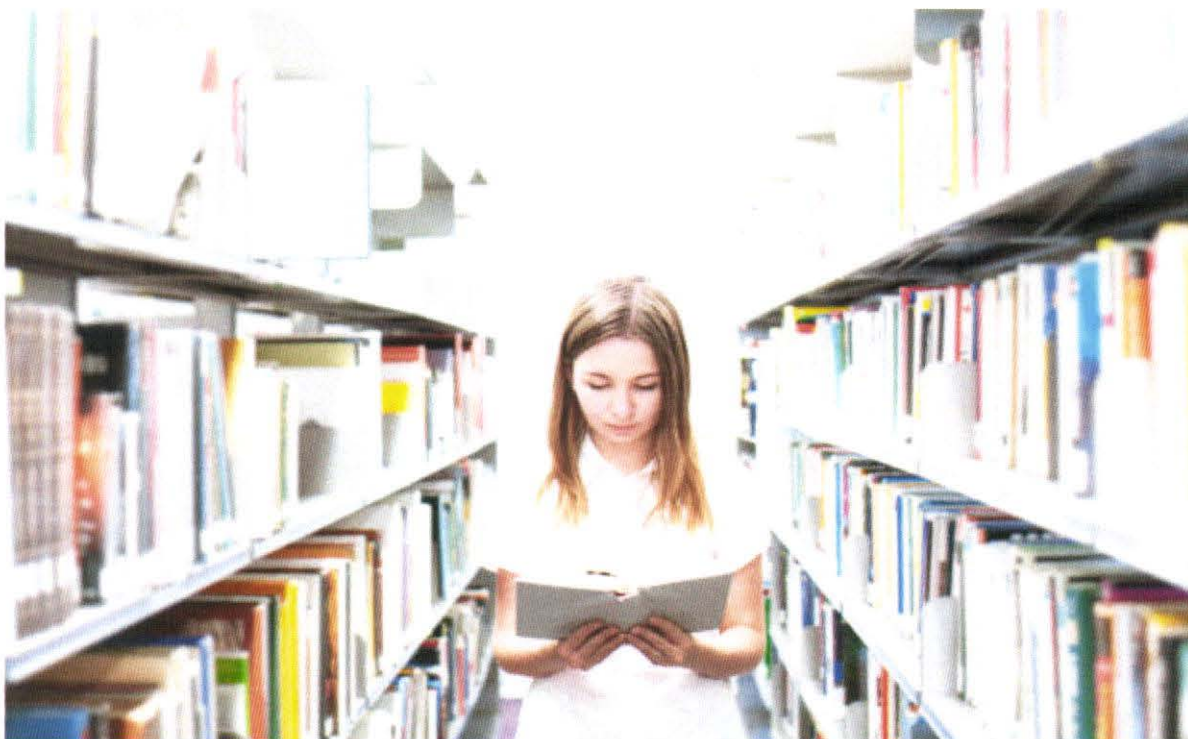
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Confessions of a Library Nerd: 7 Hidden Library Gems

by Rachel Anderson on [October 12, 2017](#) in [Activities](#), [All About Books](#), [Books](#), [Community](#), [Education](#), [Friends](#), [Just for Mom](#), [Local](#), [Technology](#), [Twin Cities Activities](#), [Twin Cities Moms Blog](#)

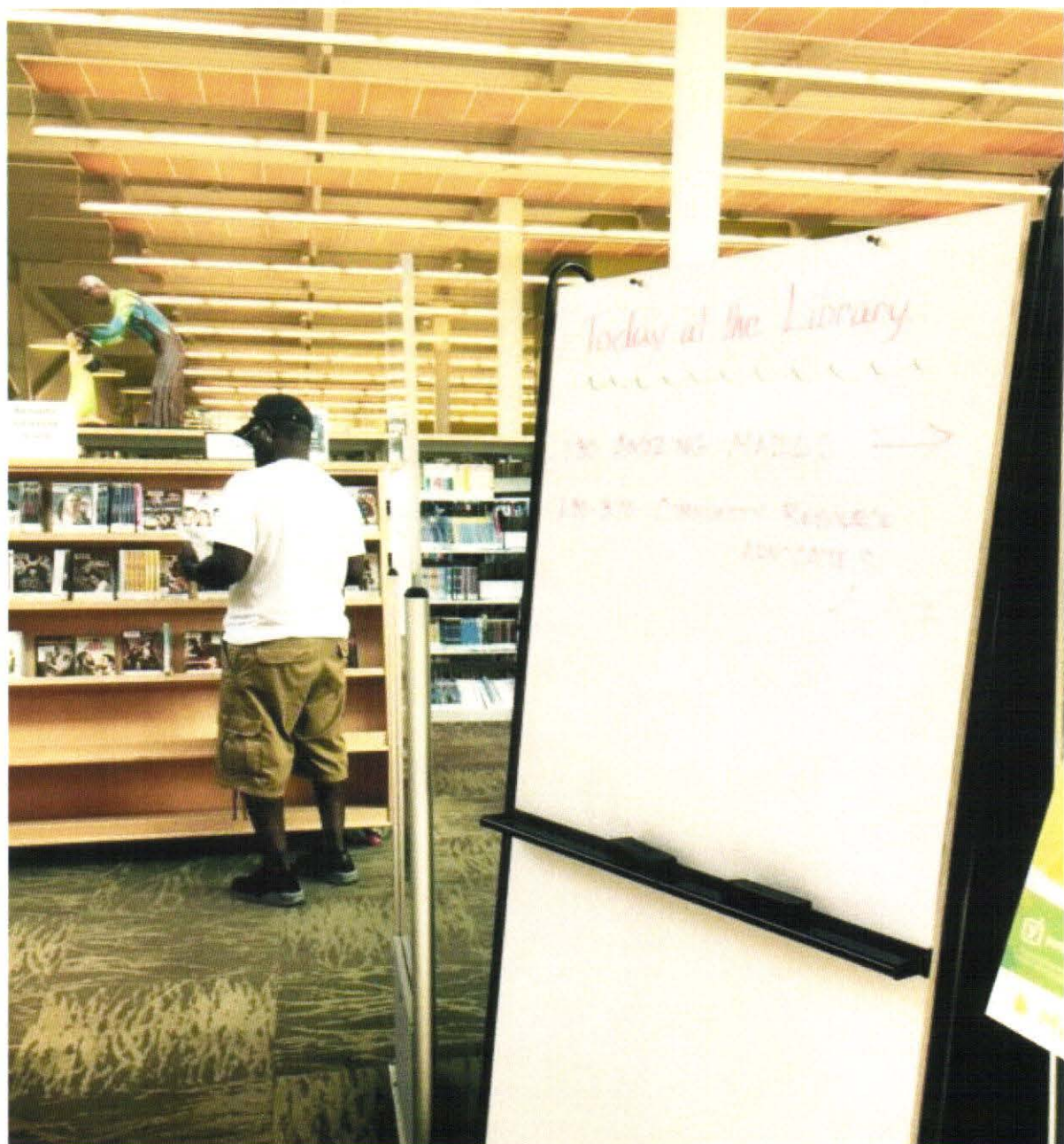




I am a self-proclaimed library nerd. I have my library card number memorized, I visit my library's website and app at least once a week, and my queue of reserved books usually has at least 10 books on it.

As a mom, I'm intimately familiar with the invaluable resources the library offers. Story times, DVDs, play areas and organized events have all saved the day many times for my family. But did you know that the library offers a number of extraordinary resources that can make **YOUR** day?

That's right, mom, the library is your oasis for learning, exploration and even fun. Grab your library card, some coffee or tea (readily available at many local libraries) and let's start exploring!



7 Gems Offered by Twin Cities Libraries

If your experience with the library has primarily been around books, then you're in store for a treat. Today's modern libraries offer many hidden gems that give you **FREE** access to incredibly useful (and sometimes expensive) online programs and services.

Let me introduce you to my favorites, along with a few that I'm excited to try.

1. Access [Lynda.com](#)

It's time to start learning, Momma! Lynda.com offers 3,600 courses on topics ranging from time management to computer programming to iPhone photography. By accessing Lynda.com through the library, you can bypass the service's \$20/month subscription fee! I've used Lynda.com to help me hone my Photoshop skills and learn how to play piano. I can't wait to explore their other courses.

2. See the arts with [smART pass](#)

SmART pass allows you to explore art in the Twin Cities with free or discounted passes to museums, nature sites, and theaters. I've scored free tickets to the Stages Theater Company through smART pass. I'm excited by the possibility of using passes for the American Swedish Institute, Minneapolis Institute of Art or the Saint Paul Chamber Orchestra.

3. Repair an item at a Fix-It Clinic

I was devastated when my beloved panini maker broke. Thanks to a handy volunteer at my library's Fix-It Clinic, panini Saturdays have returned in my house! Fix-It Clinics are regularly held in [Dakota](#), [Hennepin](#) and [Ramsey](#) counties. My next Fix-It Clinic adventure will be to have my pants hemmed.

4. Have a girls night...at the library

Did you know that the library offers meditation, painting classes, knitting clubs and water color painting? Neither did I before I started perusing [dateBook](#) – a repository of events at Twin Cities libraries. It's time to get the girls together for a fun (and free!) moms' night out at the library!





5. **Benefit from career advice**

Landing a new job opportunity is hard. [JobNow](#) provides career coaches who will review your resume, conduct mock interviews and help guide your search. This is definitely a free job service I'll keep in mind the next time I want to make a career move.

6. **Relax with an eMagazine**

I love to read magazines, but I cancelled all of my subscriptions. I just can't keep up! With the library's eMagazines, I can peruse online magazines at my leisure without feeling guilty about keeping up. So Moms, let's make time to indulge in some light reading with Food Network Magazine, HGTV Magazine, US Weekly and even Cosmopolitan if you're feeling a bit saucy.

7. **Expand your horizons**

The library is equipped to help you step outside your "mom world." Fulfill your dream of learning another language with [Transparent Language Online](#), which offers lessons in over 74 languages. Or dig into your family's genealogy with the free [Ancestry](#). Invest in yourself and your passions with these and other e-resources.

What did I miss? What are your favorite hidden gems of the library? The library is a mecca for any mom looking to take some time for herself. So dust off your library card, jump over to your library's website and start exploring. You can even don a pair of librarian glasses if that's your thing...

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About Rachel Anderson

Rachel is one of those rare people who has never had a cup of coffee. She's decided to start drinking coffee once she grows up. In the meantime, she gets her energy from the loves of her life: her husband of six years and three-year old son, Reese's Peanut Butter Cups, the Thanksgiving holiday and the beauty of Minnesota. Rachel is a writer at heart and has built a career in corporate communications. The job closest to her heart is being a mom to her active, gregarious son. He has introduced her to the world of wrestling, playing trucks and drumming. As a Christian, Rachel aims to give and receive grace every day.

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