

**Ramsey County Library
Board of Trustees Meeting
February 27, 2019
3025 Southlawn Drive
Maplewood, MN – 6:30 PM**

CONNECT community
INSPIRE curiosity
CULTIVATE learning

- I. Call to Order and Introductions**
- II. Public Comment (6:30-6:35)**
- III. Approval of Agenda (6:35)**
- IV. Consent Agenda (6:35-6:40)**
 - A. Approval of January 16, 2019 Minutes (2)
 - B. Director's Report (3)
 - C. Friends of the Ramsey County Libraries Report (4)
- V. Action Items (6:40-7:30)**
 - A. Appoint Liaison to Friends of the Library (5)
 - B. 2018 Year End Reserve List (6)
 - C. E-Rate Telecommunications Agreements (7)
 - D. Security Camera Policy (8)
- VI. Discussion Items (7:30-8:30)**
 - A. 2018 Fourth Quarter Reports (9)
 - 1. Workplan Report (10)
 - 2. Financial Report (11)
 - 3. Statistical Report (12)
 - 4. Incident Reports (13)
 - B. 2019 Workplan (14)
 - C. 2020-2021 Budget Overview/Timeline (15)
 - D. Mounds View Branch Update and Tour (16)
 - E. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

March 20, 2019 6:30 p.m.	RCL – North St. Paul 2576 North St. Paul Drive	Annual Report to State Library Fines & Fees 2020-2021 Budget Approval Branch Update & Tour Capital Planning Update
April 17, 2019 6:30 p.m.	RCL – Roseville 2180 Hamline Avenue North	2019 First Quarter Reports Award Library Gold Cards Public Policies Review Capital Planning Update
May 15, 2019 6:30 p.m.	RCL – Maplewood 3025 Southlawn Drive	Technical Services Update Human Resources Update Capital Planning Update

Library Board

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

Library Director

Jill Boldenow

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

Minutes of the Ramsey County Library Board

January 16, 2019

LIBRARY BOARD PRESENT:

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

LIBRARY BOARD ABSENT:

Marisol Chiclana-Ayala

STAFF PRESENT:

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Mary Larson, Library Board Coordinator; Jeff Eide, Senior Library Manager; Chuck Wettergren, Digital Services Manager; Heidi Holland, Volunteer Services Librarian; Bernice Kuure, Roseville/Technical Services Librarian; Bill Michel, Maplewood Library Manager

OTHERS PRESENT:

Mary Jo McGuire, Ramsey County Commissioner; Les Sipkema, Shoreview Resident

CALL TO ORDER:

Klausing called the meeting to order at 6:30 p.m. at the Ramsey County Library in Shoreview, 4560 Victoria Street North. He welcomed new Library Board member, Gwen Willems, and introductions were made with the Library Board and staff present.

PUBLIC COMMENT:

Les Sipkema, Shoreview resident, commented on the strategic plan goals, Facebook safety, and the selection of BiblioCommons.

APPROVAL OF AGENDA:

Neblett made a motion to approve the agenda for January 16, 2019, with the retirement resolutions moved to Action Items. Berry seconded the motion, which was approved unanimously.

APPROVAL OF MINUTES:

Neblett made a motion to approve the minutes of December 12, 2018 as presented. Willems seconded the motion, which was approved by unanimous vote.

DIRECTOR'S REPORT:

Important Dates: All Ramsey County Libraries will be closed on January 21 and February 18.

Library: Board members are encouraged to stop by or sign up to volunteer at the Kindergarten Card party on January 26, at RCL - Shoreview Library from 10:00 a.m.-3:00 p.m. The Friends of the Ramsey County Libraries sponsor this fun event, which caps off months of effort by Children's Librarians to engage kindergarteners throughout suburban Ramsey County. Award-winning author and illustrator Vanessa Brantley-Newton will present at 10:30 a.m., 12:30 p.m., and 2:00 p.m. All kindergartners will receive a new Library card and a book. County Commissioners will join us to greet parents and kids.

This month, the Library is launching a grant-funded Digital Storytelling Series: Making a Short Video Memoir—with sessions January 12 and February 23. Librarian Jenny Jackson partnered with FilmNorth to offer instruction on storytelling and basic filmmaking, including interviewing, recording, incorporating B-roll footage and stills, and editing. This project was made possible in part by a grant from the Minnesota Department of Education through a Library Services and Technology Act (LSTA) grant from the Institute of Museum and Library Services.

The grant supported new equipment for film, sound, virtual reality, and analog-to-digital conversion. The project will feature other digital storytelling workshops and presentations through the fall of this year.

Friends: Boldenow invited everyone to join her at the Friends Gala the evening of February 2 at RCL - Roseville Library. The theme is "Hats Off to the Library!" Costumes are not required, but prizes for creativity will be awarded. Enjoy music, live and silent auctions, complimentary hors d'oeuvres, wine, and craft beer. The event aims to raise \$30,000 for the Library's collections. Ticket and event information is available at <http://rclfriends.org/events/gala/>.

Ramsey County: On January 8, County Commissioners and the County Attorney were sworn into office. New to the County Board is Commissioner Trista MatasCastillo, who represents District 3. The Ramsey County Board of Commissioners elected Commissioner Jim McDonough to serve as Chair and Commissioner Mary Jo McGuire to serve as Vice-Chair in 2019. The County Board appointed Commissioner McGuire to serve as the Ramsey County Library Board of Trustees Liaison (with Commissioner Reinhardt as alternate). The County Board also appointed Commissioner McGuire to serve on the Metropolitan Library Services Agency (MELSA) Board of Trustees.

MELSA: Ken Behringer, executive director of MELSA, announced that he will retire on July 12, 2019. Ken has been a wonderful colleague and a strong leader at MELSA since 2015. Prior to this, he led the Minnesota Library Information Network (MnLINK), Great River Regional Library, and Dakota County Library. The MELSA Board of Trustees has initiated the search process to fill this important leadership position.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Friends Celebrate 40 Years: In 1979, a small group of suburban Ramsey County residents concerned about potential cuts to county funding for the library banded together to form the Friends. The group counted 51 inaugural members that year, elected Metta Fridley as their first president, and gave their first \$100 gift to Ramsey County Library. Since that time, our 600 member households have helped to raise more than \$3.5 million for Ramsey County Library supporting vital programming, services, and resources for all.

While perusing the Friends archives (22 three-ring binders filled with memories and milestones and kept current by Friends Board Member and Archivist, Nancy Guerino), one of the things Executive Director Cyndi Cook noted is that 40 years ago the Friends were engaged in promoting a greater understanding of the immigrant experience and creating a welcome environment for people coming to the United States to begin new lives. Toward that end, the Friends partnered with the White Bear Lake Historical Society to present a free production of the play, "To A New Land." It is gratifying to know that among its wide range of programming and services, Ramsey County Library now leads the charge in welcoming immigrants and refugees by providing both practical support (conversation circles for English learners, one-to-one computer and tech support, community resource advocates) and mind enriching programming designed to bridge our divides and build community (such as the "Ask" series in partnership with Do Good Roseville, the Green Card Voices exhibits, "Becoming American" documentary film and discussion series, and naturalization ceremonies.) The Friends are proud to support these initiatives and many more.

The excerpt below, reprinted from the Friends first newsletter in Aug/Sept 1979 (Metta Fridley and Jean Henderson, Editors) is a great example of what led to the formation of the Friends and what keeps us strong and vibrant today:

Several people have asked me—just what is a Friend? In searching for the appropriate answer, I myself learned a lot more about Friends' activities. Mrs. Fern Griffen, in her article, "Every Library Needs Friends," says, "I believe a Friend is anyone who cares about libraries and does something about it." Friends have worked in many ways but their goals have been similar—"to promote interest in the library and to help provide materials and services not covered in the average budget." Our goals this first year are modest ones...with these programs, our

newsletters, and your involvement, we hope to bring additional support to the institution which is basic to our democratic society—our free public library.

The “modest goals” of the Friends in 1979 have continued to evolve and grow. Through the support of our growing membership; the operation of three used book stores and two book carts; and the addition of three signature events (Annual Gala, Book It 5K, Author Luncheon)—the Friends provide annual grants of more than \$100,000 to support a wide range of Ramsey County Library needs. In addition, we have conducted six capital campaigns to enhance the library collections and amenities at Maplewood, New Brighton, North Saint Paul, Roseville, Shoreview, and White Bear Lake libraries.

We are grateful to the founders of the Friends for their foresight and dedication to the importance of libraries in building community and look forward to continuing their legacy in the decades ahead.

Upcoming Events

- **Friends Board of Directors** on January 28, 2019 at Shoreview
- **Friends 2019 Gala—*Hats Off to the Library!***, February 2, 2019 at Roseville
- **2019 Book It 5K Walk/Run**, May 18, 2019 at Roseville

RESOLUTION REGARDING THE RETIREMENT OF HEIDI HOLLAND:

Ly-Xiong made a motion to approve the Resolution Regarding the Retirement of Heidi Holland, and to authorize the Library Board Chair to sign the document. Neblett seconded the motion, which was approved by unanimous vote. Boldenow presented the resolution, and the Library Board expressed their appreciation to Holland for her 41 years of service to the Library.

RESOLUTION REGARDING THE RETIREMENT OF BILL MICHEL:

Willems made a motion to approve the Resolution Regarding the Retirement of Bill Michel, and to authorize the Library Board Chair to sign the document. Hakes seconded the motion, which was approved by unanimous vote. Klausung presented the resolution, and the Library Board expressed their appreciation to Michel for his 44 years of service to the Library.

RESOLUTION REGARDING THE RETIREMENT OF BERNICE KUURE:

Berry made a motion to approve the Resolution Regarding the Retirement of Bernice Kuure, and to authorize the Library Board Chair to sign the document. Neblett seconded the motion, which was approved by unanimous vote. Boldenow presented the resolution, and the Library Board expressed their appreciation to Kuure for her 29 years of service to the Library. Commissioner McGuire also thanked the three retirees on behalf of the Ramsey County Board of Commissioners.

ANNUAL MEETING:

Election of Chair: Neblett nominated Ly-Xiong, and moved her election as Chair of the Ramsey County Library Board. Berry seconded the motion. Ly-Xiong was unanimously elected as Chair for 2019.

Election of Vice-Chair: Berry nominated Neblett, and moved her election as Vice-Chair of the Ramsey County Library Board. Ly-Xiong seconded the motion. Neblett was unanimously elected as Vice-Chair for 2019.

Election of Secretary: Neblett nominated Berry, and moved her election as Secretary of the Ramsey County Library Board. Klausung seconded the motion. Berry was unanimously elected as Secretary for 2019.

Library Board By-Laws & Policies: Berry made a motion to approve the Library Board By-Laws and Policies as presented. Ly-Xiong seconded the motion, which was unanimously approved.

Library Board Policies: Rapheal made a motion to approve the Policies of the Ramsey County Library Board as presented. Vanderwall seconded the motion, which was approved unanimously.

Liaison and Library Board Committee Appointments: The Board members agreed to postpone the appointment of a Friends liaison for 2019 to the February meeting, to allow the current liaison, Chiclana-Ayala, to indicate whether she would like to continue for another year.

The Library Board also discussed the Personnel Subcommittee and its function. Larson noted that the Personnel Subcommittee was utilized in the past to coordinate the Library Director's annual appraisal and salary review, duties which are now handled with the assistance of Ramsey County Human Resources. The Board members will appoint a Personnel Subcommittee at a later date if needed.

Annual Schedule of Meetings: The Library Board currently meets at 6:30 p.m. on the third Wednesday of each month at locations throughout the library system. Additional meetings may be scheduled on the first Wednesday of a month or any other date as necessary.

Klausing made a motion to approve the 2019 Annual Schedule of Meetings as proposed. Willems seconded the motion, which was approved by unanimous vote.

DIGITAL SERVICES UPDATE:

Chuck Wettergren, Digital Services Manager, presented an overview of changes, challenges and technology initiatives addressed during the Ramsey County Library 2016-2018 technology planning cycle.

Transforming Automation Services:

- Renamed to Digital Services in July 2017;
- Supports the reorganization requirements around County IT consolidation;
- Moves away from day-to-day management of technology infrastructure already supported by Ramsey County Information Services for other departments;
- Reorganizes duties to provide focus around managing business applications, web interfaces and digital literacy labs/equipment;
- Integrates digital literacy staff to improve design, management and implementation of business systems/applications.

What is supported by Digital Services? Library business systems and applications:

- | | |
|----------------------------------|---------------------------------|
| • Horizon (library database) | • Laptop (instructional) labs |
| • Self-checkout | • iPad labs |
| • Telephone messaging | • Lab software |
| • Library web interfaces | • Makerspace technology |
| • Phones (near term) | • Printer contracts/maintenance |
| • Library software configuration | • Copier/fax/scan |
| • Materials handling systems | • Planning |
| • Meeting room technology | |

What will be supported by Ramsey County Information Services? Core technology:

- | | |
|--|---|
| • Staff computers (PCs, laptops, monitors) | • Networks (physical connectivity to resources) |
| • Public computers (PCs and monitors) | • Local servers (backups and maintenance) |
| • Desktop applications (MS Office, browsers) | • Public and staff wireless access |
| • Peripherals (printers/scanners) | • County-wide applications (E-mail, timesheets) |

What is required to complete alignment?

- Integration and management of all network components
- Maintenance and hosting servers
- Support for remote desktop access
- Training for desktop support staff
- Coordinate technology replacement schedules and configurations
- Integration of phone service

Trends identified in technology plan:

- Migrating to Software as a Service (SaaS) to improve business continuity
- Simplifying the user experience with the Discovery Layer to access resources
- Reconfiguring traditional library space to support innovation and creativity
- Integrating the arts into STEM programming to provide inclusive and balanced education

Progress:

- Migrated Horizon to hosted environment (SaaS)
- Closed and Opened Shoreview library with expanded computing and technologies
- Implemented LibCal, a new event and room booking system provided by MELSA
- Replaced 150 public internet computers
- Replaced 38 public services staff computers
- Negotiated fiber contracts for all locations, including new service at the libraries in New Brighton and Shoreview to replace the free iNET connectivity
- Researched, recommended and received approval for BiblioCommons
- Implemented Niche Academy online instructional videos provided by MELSA
- Migrated staff email to County Outlook 365
- Migrated public computers to Office 2016
- Expanded laptop checkout to Shoreview and North St. Paul
- Expanded fax service to Shoreview and Roseville
- Replaced three portable laptop labs
- Introduced adult maker programming and open labs

Moving forward:

- Update technology plan
- Complete alignment
- Complete contract and migration to BiblioCommons
- Update or replace self checkout technology
- Replace digital signage hardware and update software
- Replace aging desktops
- Negotiate new fiber contracts for E-rate (for internet access and branch connectivity)
- Migrate desktops to Windows 10
- Expand access to open maker spaces

Commissioner McGuire thanked Wettergren for his great work during the alignment process.

RACIAL EQUITY REPORT:

The work of advancing racial equity is woven throughout Ramsey County, and specifically at Ramsey County Library, in the work of individual staff and teams. The Library's Strategic Plan 2016-2018 identified a strategic priority to promote racial equity. In response, staff developed a Racial Equity and Inclusion statement and work plan to guide and track supporting strategies and actions.

Boldenow reviewed 2018 Library activities that support racial equity through engagement, partnerships, communications, collection development, programming, facilities, policy development, and hiring and training.

In 2019-2021, the Library will build on these efforts. With a strategic priority to remove barriers to access, the Library will have the opportunity to further address barriers such as language, fines, and program scheduling that likely contribute to race-based disparities. The Library budget request for 2020-2021 will highlight goals to remove financial barriers for youth, continue community-based outreach and Popup Library programs, and support the Library's ability to offer more weekend and evening programs to serve our racially diverse community.

CAPITAL PLANNING UPDATE:

Ramsey County Library submitted two Capital Improvement Program (CIP) proposals to the County for consideration for bond funding in 2020-2021. A citizen advisory committee and County staff will review proposals and make funding decisions this fall. Approved projects will receive funding in mid-2020.

1. The Library submitted a major project request of \$4,230,152 for the remodel of the Ramsey County Library in Maplewood. The proposal included the pre-design analysis by MSR Design from May, 2018, that outlined issues, solutions, and budget requirements.

This 31,000 square foot library was built in 2007. The open plan design fails to meet the diverse needs of today's library users. The noisy and worn spaces promote frequent patron conflicts across generations and cultures. The café space has not been profitable for renters.

An interior renovation will address noise and distinct user needs, as well as support the County's strategic priority of accessible service delivery. The project maintains attractive features, including generous light and natural views. The project adds sound absorbing materials and walls, more accessible service points, and additional, smaller study rooms. Furnishings are replaced. The café is converted to accommodate more programs and services.

Incident reports as well as unsolicited complaints and recent survey responses show that the public is very frustrated by the user experience and inability to control noise in this library. The Library Board has recommended that this project be implemented as soon as possible.

2. The Library submitted a regular project request of \$59,000 to reconfigure and furnish spaces for Digital Services programming and staff at the Library in Roseville.

Digital Services is a new library team resulting from IT consolidation. This team delivers digital literacy programming—a core lifelong learning offering. The team's basement office was not part of a 2010 Roseville Library renovation. The office has surplus County workstations that are too large to accommodate current staff. Funding will support a new office layout and furnishings.

Funding will also support building and furnishing a Digital Services programming space in the first floor atrium. Staff deliver programs in the atrium because the high visibility attracts users. Setup and takedown is laborious, however, as staff must move heavy equipment, tables, and chairs in and out of the unsecured space. Instruction in this open space impacts nearby patrons. A glassed-in enclosure with secure cabinetry will contain sound and protect and store equipment. It will minimize staff time, equipment transport, and elevator use.

RAMSEY COUNTY UPDATE:

Commissioner McGuire updated the Library Board members on recent happenings in Ramsey County, including a new Commissioner and new Sheriff, and her appointment to the MELSA Board of Trustees.

NEXT MEETING:

February 20, 2019—Ramsey County Library in Mounds View, 2576 Mounds View Boulevard, 6:30 p.m.

ADJOURNMENT:

Klausing adjourned the meeting at 8:25 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

draft

DIRECTOR'S REPORT

February 2019

January Staff Updates:	Retired:	Bernice Kuure, Librarian
	Retired:	Heidi Holland, Librarian
	Resigned:	Amy Boese, Librarian
	Hired:	Jia Sean Lim, Student Worker
	Transferred:	Grace Oehrlein, to Library Page
	Transferred:	Deborah Wiederhold, to Library Page
	Transferred:	Alyssa Schmidt, to Library Page

Important Dates: All libraries are closed April 4 and April 21.

Kindergarten Card Party: Kids and families streamed into RCL-Shoreview on January 26 for a lively Kindergarten Card party. Kids enjoyed a presentation and book signing with Vanessa Brantley-Newton, book giveaways, a scavenger hunt, and getting a new library card. RCL children's librarians visited 2,667 kindergarteners in school visits to promote this opportunity. RCL received 1,508 card applications, and the party drew 274 kindergartners to get their library card in person. (Others will be mailed). Thanks to Library Board members Sylvia Neblett and John Hakes, former Board member Paula Mielke, and Commissioners Trista MatasCastillo and Victoria Reinhardt for helping to greet participants. Kudos to the RCL children's librarians, Heidi Holland and her volunteer crew, and Shoreview Library staff for pulling off this great event! Big thanks to the Friends and event sponsors for supporting this effort.



Vanessa Brantley-Newton

Minnesota Library Association (MLA) Legislative Day: On February 26, staff from RCL will meet with several State Senators and Representatives from Ramsey County. In addition to sharing news about Library resources in their districts, we will request support for key legislative initiatives this session, including:

- Increasing funding for Regional Library Basic System Support (RLBSS) from \$13.57 million to \$17.57 million annually with a formula change to provide stable funding for all regional public library systems across the state. This funding is vital to MELSA and its member library systems, including Ramsey County Library.
- Maintaining an appropriation of \$2.5 million per year in Legacy funding to libraries statewide.
- Funding broadband for public libraries (RLTA) at \$2.3 million per year.
- Creating a grant pool for Library Media Specialists.

A Gala for a Great Cause: On February 2, the Friends of the Ramsey County Libraries hosted a delightful gala to support the Library! Thanks to all of the Friends, volunteers, attendees, donors, sponsors, and event staff for making this such a warm, wonderful event! The Friends exceeded their goal to raise \$30,000 to support the Library's children's collection! As usual, attendees impressed with their takes on the "Hats Off to the Library" theme. Thanks, everyone, for taking part!



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Friends Update February 2019

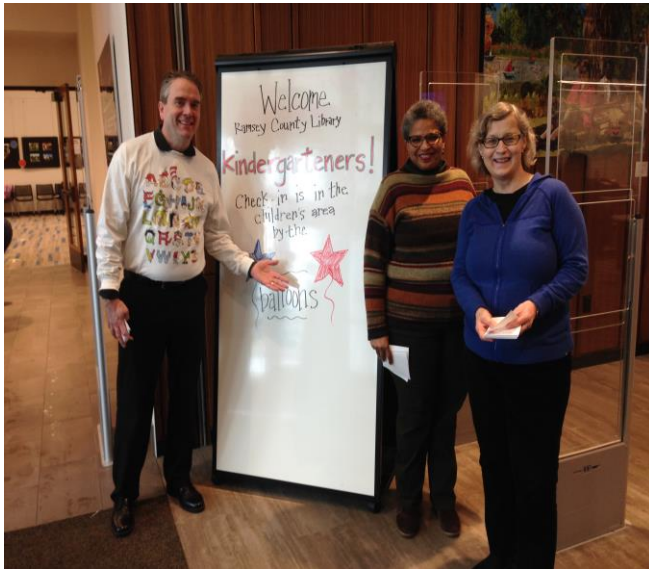
2019 Friends Gala—Hats Off to the Library!

January and February around the Friends office were frenetically busy with all of the final details that go into the Annual Friends Gala. This year's theme, *Hats Off to the Library!*—was a big hit and a great time was had by all. Final donations are still rolling in but so far we have exceeded our goal of raising \$30,000 for the adult and children's collections—final tally to be announced soon. Many thanks to our wonderful volunteers and sponsors and to the Ramsey County Library staff, Library Board members and Commissioners who helped to make this event a great success!



Kindergarten Card Party—

As always, the Kindergarten Library Card Party was overflowing with hundreds of gleeful kindergarteners and their families. Many thanks to our sponsors who not only provided financial support for this great event but also volunteered their time to help out and brought giveaways for participants. We are grateful to Pet Evolution (Silver Sponsor) and NE Bank (Bronze Sponsor) for their generous support!



Current and former Library Board members (John Hakes, Sylvia Neblett and Paula Mielke) greeted guests. They were joined by Ramsey County Commissioners Trista MatasCastillo and Victoria Reinhardt (pictured above at the Gala.)

Upcoming Events

- Friends Board of Directors/Annual Meeting on April 22, 2019 at Shoreview
- 2019 Book It 5K Walk/Run, May 18, 2019 at Roseville

Request for Library Board Action

Meeting Date
February 20, 2019

Action Requested
Appointment Liaison

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Appoint Liaison to Friends of the Ramsey County Libraries

BACKGROUND:

Each year, the Library Board appoints a liaison to the Friends of the Ramsey County Libraries. Other liaison appointments or ad hoc committees may be made throughout the year as needed.

BOARD ACTION REQUESTED:

To appoint a Library Board member as liaison to the Friends of the Ramsey County Libraries for 2019.

Request for Library Board Action

Meeting Date
February 20, 2019

Action Requested
Ratify Encumbrances

Presented By
Mary Larson,
Financial Manager

SUBJECT:

At the end of each budget year, all Ramsey County departments are required to submit a list of unpaid obligations and planned expenditures. The list was due on February 15, 2019. A summary of the Library's remaining 2018 obligations and proposed reserves is included below.

BACKGROUND:

2018 Funds Available:

Unexpended Appropriations	\$518,950
Tax Revenue Shortfall	(\$6,428)
Library Revenue Surplus	(\$30,857)
Total 2018 Surplus:	\$543,379

<u>Less:</u>	
Pending 2018 Book Orders	(\$62,540)
Remaining 2018 Operational Invoices	(\$839)
Total Pending 2018 Encumbrances:	(\$63,379)

Potential Funds Available for Special Projects: **\$480,000**

Proposed Special Projects:

Technology Fund	\$235,000
Children's Interactives and Make/Play Materials	\$135,000
Program Equipment	\$80,000
Collections	\$30,000
Total of Proposed Projects:	\$480,000

Balances also remain from the 2017 and 2016 reserves approved last year. The proposed reserves include:

2017 Proposed Reserves:

Refurbishment Fund	\$100,000
Technology Fund	\$190,000
Total 2017 Reserves:	\$290,000

2016 Proposed Reserves:

Refurbishment Fund	\$37,800
Pop-Up Library Fund	\$3,200
Total 2016 Reserves:	\$41,000

BOARD ACTION REQUESTED:

To ratify the 2018, 2017 and 2016 year-end encumbrances as proposed.

Request for Library Board Action

Meeting Date
February 20, 2019

Action Requested
Approve E-rate Proposals

Presented By
Chuck Wettergren,
Digital Services Manager

SUBJECT:

E-Rate Telecommunications Agreements

BACKGROUND:

Ramsey County Library (RCL) funds a portion of its telecommunications costs using the Federal Universal Service Fund Schools and Libraries Program. This program, commonly known as E-rate, provides discounts to schools and libraries for telecommunications and Internet access.

RCL has participated in the E-rate program since the 1990s. To participate, organizations must regularly submit requests for service from vendors registered with the program. E-rate provides RCL an approximate discount rate of 60% that comes in the form of reimbursements. Discounts are not guaranteed and must be approved by the E-Rate program each year. So far RCL has always received its requested discounts.

For the federal fiscal year beginning July 1, 2019, RCL submitted a request for Lit Fiber Service and Internet Access to replace existing service contracts ending in 2019. Lit Fiber Service provides connections between remote library locations and the library in Roseville, while Internet Access provides a single point of access to the Internet maintained at the library in Roseville.

Lit Fiber Service

Based on low cost, and the ability to provide service to specific locations, two vendors were selected. Comcast was selected to provide service for the libraries in Shoreview and New Brighton. Comcast provides the existing service in these locations, including a required terminating connection at the library in Roseville.

The City of North St. Paul was selected to provide service for the libraries in White Bear Lake, North St. Paul, Maplewood and Mounds View. The City of North St. Paul provides the existing service in these locations, including a required terminating connection at the library in Roseville. Cost for the base Lit Fiber Service (not reflecting E-rate discounts) are listed below.

Lowest cost combination						
Service Options						
Location	Address	Option 1	Cost 1	NRC	Vendor	Notes
Maplewood	3025 Southlawn Dr., 55109	1 Gbps	\$500.00	\$0.00	City of North St. Paul	Term 12 Month
Mounds View	2576 County Rd 10, 55112	1 Gbps	\$500.00	\$0.00	City of North St. Paul	Term 12 Month
New Brighton	400 10th St. NW, 55112	1 Gbps	\$799.00	\$0.00	Comcast	Term 12 Month
North St. Paul	2300 N St. Paul Dr., 55109	1 Gbps	\$500.00	\$0.00	City of North St. Paul	Term 12 Month
Roseville	2180 N Hamline Ave., 55113	1 Gbps	\$799.00	\$0.00	Comcast	Term 12 Month
Shoreview*	4560 N Victoria St., 55126	1 Gbps	\$799.00	\$0.00	Comcast	Term 12 Month
White Bear Lake	2150 2nd Street., 55110	1 Gbps	\$500.00	\$0.00	City of North St. Paul	Term 12 Month
Total MRC			\$4,397.00	\$0.00		

Final realized costs after E-rate (excluding surcharges and fees) will be approximately \$1,759/month – resulting in a potential savings of \$31,656/year. In addition, the Library may receive Regional Library Telecomm Aid from the State of Minnesota that covers most of the remaining balance.

Internet Access

The City of Roseville provided the lowest cost Internet service and is the existing vendor. Cost: \$1,250/month (before discounts) for 1G. Final realized cost after E-rate will be approximately \$500/month – resulting in a potential savings of \$9,000/year. In addition, the Library may receive Regional Library Telecomm Aid from the State of Minnesota that covers most of the remaining balance.

BOARD ACTION REQUESTED:

Approve acceptance of final telecommunications proposals based on listed pricing, and authorize execution of the agreements by the Library Director; subject to the approval of the Ramsey County Attorney's Office and Ramsey County Information Services.

Request for Library Board Action

Meeting Date
February 20, 2019

Action Requested
Approval

Presented By
Lynn Wyman,
Deputy Director

SUBJECT:

Security Camera Policy

BACKGROUND:

The Security Camera Policy is due for review and approval by the Library Board. Staff recommends changes to the *Use/disclosure of Archived Video* section of the policy, including adding the statement about Ramsey County data practice requests and removing a statement that violations of the policy will be reported to the Library Board.

BOARD ACTION REQUESTED:

Approve the revised version of the Security Camera Policy.

Library Security Cameras

Approved by: Library Board

Approved Date: Wednesday, October 15, 2008

Reviewed Date: Wednesday, April 17, 2013

Review Schedule: Every 5 years

Next Review Date: 2018

Purpose of cameras

The Library strives to maintain a safe and secure environment for its staff and patrons. Selected areas of the library premises are equipped with video security systems that record images twenty-four hours a day. The Library's video security system is used for the protection and safety of patrons, employees, and property.

Location of cameras

Reasonable efforts will be made to safeguard the privacy of patrons and employees. Video cameras will not be positioned in areas where there is a reasonable expectation of privacy such as in restrooms. The video cameras will be positioned to record only those areas specified by the Library Director and will complement other measures to maintain a safe and secure environment in compliance with library policies. Camera locations will not be changed or added without the permission of the Library Director.

Signage

Signs will be posted at the library entrances where security cameras are in use.

Access to live video

Although not continuously observed, live video feeds may be monitored by employees during the course of their regular duties to manage activity in the library buildings and on the grounds.

Access to stored video

Stored images will not be reviewed by library staff, except when specifically authorized by the Library Director or designee because of a report of an illegal activity, or the compromise of the protection and safety of patrons, employees and property. Images from the library video security systems are stored digitally. The Library will retain all recorded images for no more than 14 days or until the capacity of the storage system is reached, whichever occurs first. When recorded images are pulled as a result of an incident, these records will be held for one year following the conclusion of an investigation or legal proceeding. Any records produced by the video security system will be kept in a secure manner.

Use/disclosure of archived video

In the event of an incident, the Library Director may release digital records to appropriate law enforcement officials. While the library cannot release security camera footage directly to the public or media, footage may be requested from Ramsey County as a data practices request.

Request for Library Board Action

Meeting Date
 February 20, 2019

Action Requested
 Information and discussion

Presented By
 Jill Boldenow,
 Library Director

SUBJECT:

2018 Fourth Quarter Reports

BACKGROUND:

On a quarterly basis, Library staff presents the following series of reports to the Library Board for information and discussion. The reports include:

- Workplan Report – prepared by Jill Boldenow, Library Director
- Financial Report – prepared by Mary Larson, Financial Manager
- Statistical Report – prepared by Jeff Eide, Planning & Analysis Manager
- Incident Report – prepared by Cheryl Seidenkranz, Property Manager

BOARD ACTION REQUESTED:

For information and discussion.

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Ramsey County Library Staff Work Plan – Q4, 2018 report

Executive Summary | Major Initiatives

Priority 1: Strengthen connections to community efforts and partners

Initiative: <i>Expand services and reach with the Popup Library</i>	Acquired Popup trailer, collection and equipment. Delivered service on 28 dates to 4,280 people at housing facilities, senior and community centers, residential re-entry center, Ramsey County Parks and Recreation sites, and more.
Initiative: <i>Deliver library cards to 3,500 Ramsey County students</i>	Created 1,468 new students accounts for Roseville and White Bear Lake School students and provided classroom training on library resources.

Priority 2: Foster literacy and student achievement

Initiative: <i>Launch 1,000 Books Before Kindergarten</i>	Produced collateral to support a soft launch. Promoted a summer “100 Books” program with free book giveaways. Engaged 796 preschool participants.
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Priority 3: Create vibrant learning spaces that engage the broad diversity of our community

Initiative: <i>Improve the catalog, website, and Summer Reading Program interfaces</i>	Completed due diligence and selected BiblioCommons for web and catalog interface. Launched Beanstack, a new Summer Reading Program platform for participants to track activity and rewards.
Initiative: <i>Complete Maplewood Library refurbishment project and produce a master facilities plan for 2019-2025</i>	Completed a pre-design study and submitted a Capital Improvement Program funding request to Ramsey County for this project. Engaged in master planning with MSR in Q3 and Q4.

Priority 4: Promote economic prosperity and racial justice

Initiative: <i>Expand jobs and small business support with corporate recruitment, entrepreneurship workshops</i>	Significantly expanded small business workshops, jobs classes, and corporate recruitment events. Hosted 90 events with 1,087 participants.
Initiative: <i>Introduce new maker equipment and programs</i>	Launched adult maker programs and equipment Q1-Q4. Hosted 137 Open Maker sessions with 1,434 people. Received LSTA grant for digital storytelling programs.

Priority 5: Ensure stewardship of public resources

Initiative: <i>Complete 2019-2021 Strategic Plan and 2019-2021 Tech Plan</i>	Completed 2019-2021 Strategic Plan. Deferred Tech Plan development to 2019.
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1. Strengthen Connections to Community Efforts and Partners.

<p>Engagement</p> <ul style="list-style-type: none"> • Deliver Popup Library prioritizing people of color, immigrants, and re-entry center • Engage partner organizations serving immigrants • Support County engagement initiative 	<p>Jeff Eide</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Planned 2018 Popup schedule and began booking venues, including 23 dates at 16 sites • Delivered Popup Library at two venues, reaching 110 people • Selected trailer (grant-funded) to enhance Popup Library logistics <p>Quarter 2</p> <ul style="list-style-type: none"> • Purchased 5' x 8' trailer to store, transport and provide Popup library service • Delivered Popup service to 9 venues, reaching 2,712 people (one of these was Pride with 2,000) • Engaged partners serving immigrants, including Roseville Adult Basic Education, ISD 622 ECFE, Shoreview Human Rights Commission, U.S. District Court, Urban 4H, Volunteer Lawyers Network <p>Quarter 3</p> <ul style="list-style-type: none"> • Delivered Popup service over 14 dates to 9 venues, reaching 1,287 people • Visited targeted community housing complexes in partnership with City of Maplewood and YMCA • Developed outreach partnerships with Parks & Recreation, senior centers, farmer's markets, and cities of Mounds View and North St. Paul <p>Quarter 4</p> <ul style="list-style-type: none"> • Delivered Popup service to 3 venues to 9 venues, reaching 171 people • Promoted the library at Ramsey County Resource Fair, Maplewood Public Safety Open House and ISD 623 Community Ed Run • Began process to hire librarian with half-time outreach responsibilities
<p>Collaboration Infrastructure</p> <ul style="list-style-type: none"> • Revise format to document partners/activities 	<p>Jeff Eide</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Evaluated success of last year's partners tracking system <p>Quarter 2</p> <ul style="list-style-type: none"> • Began developing tracking sheet for staff to report community partners <p>Quarter 3</p> <ul style="list-style-type: none"> • Presented new tracking process to key staff for implementation <p>Quarter 4</p> <ul style="list-style-type: none"> • Distributed and implemented new partner tracking system with managers and program leads
<p>ConnectEd</p> <ul style="list-style-type: none"> • Complete ConnectEd with all WB grades (Chuck) • Complete ConnectEd with RV & MV (Chuck) • Engage ISD 622 – MP and NS (Jill) 	<p>Jill Boldenow/Chuck Wettergren</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Distributed student access cards to Roseville middle and high schools • Worked with Mounds View High School to create online registration

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<ul style="list-style-type: none"> Publicize ConnectEd to public, schools, media(KS) 	<ul style="list-style-type: none"> Published <i>Explore</i> cover story, "Student access cards gain momentum" and related social media County Manager Julie Kleinschmidt published the article: "A decade of partnerships help connect thousands of students to our libraries" as her monthly Manager's column <p>Quarter 3</p> <ul style="list-style-type: none"> Created 1,392 new student library accounts for White Bear Lake and Roseville schools <p>Quarter 4</p> <ul style="list-style-type: none"> Created 76 new student library accounts for White Bear Lake and Roseville schools
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2. Foster Literacy and Student Achievement.

<p>Ready for Kindergarten (MS)</p> <ul style="list-style-type: none"> Launch 1,000 Books Before Kindergarten Offer ELL storytime 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Provided 385 children's programs with a total attendance of 14,643 Provided 100 family storytimes with 5,464 participants and 72 Baby and Me storytimes with 1,817 participants Visited 19 preschool sites and provided programs to 498 children Launched a pilot partnership with ISD 622 evening ECFE program <p>Quarter 2</p> <ul style="list-style-type: none"> Provided 462 children's programs with a total attendance of 22,630 Provided 92 family storytimes with 5,399 participants and 75 Baby and Me storytimes with 1,859 participants; hosted storytimes with RC Commissioners during National Library Week Visited 20 preschool sites and provided programs to 692 children Partnered with RC Parks and Recreation on a summer story trail at Battle Creek Park Launched <i>1,000 Books Before Kindergarten</i> Represented RCL at a special Children's Museum/HeadStart event <p>Quarter 3</p> <ul style="list-style-type: none"> Provided 345 children's programs with a total attendance of 23,876 Provided 83 family storytimes with 5,021 participants and 67 Baby and Me storytimes with 1,943 participants Visited 1 preschool site and provided a program to 43 children Continued to promote early literacy with the 1,000 Books Before Kindergarten program, asking families to read 100 books to their child over the summer Provided a free book to 796 preschool children whose families completed the summer 100 Book Program
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	<ul style="list-style-type: none"> Started building partnerships around the 1,000 Books program with RC Public Health, ECFE, and school Kindergarten Readiness programs Partnered with RC Parks and Recreation on summer story trails at Battle Creek Park, Keller Lake Park, and the Ramsey County Fairgrounds <p>Quarter 4</p> <ul style="list-style-type: none"> Provided 473 children's programs with a total attendance of 17,220 in quarter 4; provided 1,667 children's programs with a total attendance of 78,370 in 2018 Provided 101 family storytimes with 5,213 participants and 76 Baby and Me storytimes with 2,040 participants in quarter 4 Visited 14 preschool sites and provided programs to 470 children
<p>Student Success (Youth Librarians)</p> <ul style="list-style-type: none"> Develop welcome plan for end of 6th grade->teen Launch new SRP concept & online platform 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Held the 10th annual Kindergarten Library Card party featuring author Kate DiCamillo for 1,245 attendees; processed 1,593 new library card applications Provided 32 Paws to Read sessions for 98 young readers; garnered national attention for WB's Paws to Read dog Sting Offered 47 elementary-age STEM/STEAM programs with 780 participants Provided 29 passive programs with 2,661 participants Hosted 51 visits and tours by school and youth groups with a total participation of 1,108 Assisted 203 students from 34 schools conducting in-depth research for National History Day at the History Day Hullabaloo Instructed 7 targeted digital literacy classes to 49 Roseville area students, 7 targeted digital literacy classes to 70 North St. Paul/Maplewood area students, and 4 targeted digital literacy classes to 14 Mounds View area students Trained 10 classes with a total of 250 students on iPad e-book use at Roseville Area Middle School Partnered with Urban 4H for weekly MP science programs with a total attendance of 120 students Negotiated contract with Beanstack, vendor of a new online Summer Reading Program platform <p>Quarter 2</p> <ul style="list-style-type: none"> Provided 34 Paws to Read sessions for 100 young readers Offered 32 elementary-age STEM/STEAM programs with 655 students; started regular Saturday STEM programming at NB Provided 16 elementary-age art programs for 303 students Provided 31 passive programs with 5,160 participants Provided 40 other children's summer programs with 1,584 participants Hosted 48 visits and tours by school and youth groups with a total participation of 1,075

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	<ul style="list-style-type: none"> • Facilitated 266 programs serving 6,143 teens • Represented RCL at MLA's CYP Unconference in April with a STEM programming presentation on how to raise and release Monarch butterflies • Made 67 school visits to 3,229 elementary-age students to promote Summer Reading • Hosted the annual Summer Festival with more than 2,000 participants • Launched the new Beanstalk platform for all summer reading participants • Taught 3,240 students at Mounds View, Roseville, White Bear Lake and Maplewood schools how to access e-books and how to participate in the summer reading program • Hosted a Mounds View High School student art show at MV in May • Provided a 5-day Teen Tech Camp at MP where 19 youth received instruction in CANVA, Sculpttris, Garageband, Pixlr, 3D and 2D design and Weebly • Partnered with Urban 4H to provide weekly Elements of Art and monthly STEM classes at MP, SV, and RV for 100 teens • Planned and facilitated 46 makerspace programs at MP, RV, SV and WB for 339 teens • Started summer book clubs at MV, MP, RV, SV and WB <p>Quarter 3</p> <ul style="list-style-type: none"> • Provided 24 Paws to Read sessions for 82 young readers • Offered 30 elementary-age STEM programs for 656 students • Provided 26 elementary-age art programs for 726 students • Provided 39 passive programs with 6,739 participants; released over 200 monarch butterflies as part of the Raising Monarchs @ the Library program • Provided 52 other children's summer programs with 3,004 participants • Provided a book and a State Fair pass to 3,823 elementary school students for completing the Summer Reading Program • Hosted 19 visits and tours by school and youth groups with a total participation of 447 • Partnered with the Bakken Museum on free programs for school-aged children at MP, NB, WB • Partnered for the second summer with Mounds View Community Theatre to promote and offer a sensory-friendly performance of their summer musical • Taught 59 Video Production and Yearbook students at Roseville High School how to access Lynda.com • Provided 5-day Teen Tech Camps at SV and RV where 38 youth received instruction in CANVA, Sculpttris, Garageband, Pixlr, 3D and 2D design and Weebly • Partnered with Urban 4H to provide weekly Elements of Art and monthly STEM classes for 82 students at MP and SV • Planned and facilitated 44 makerspace programs at MP, RV, SV and WB for 313 teens
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	<ul style="list-style-type: none"> Completed the Teen Summer Reading Program with 1,137 participants submitting 5,082 online book reviews Led 67 readers through summer book clubs at MV, MP, RV, SV and WB Welcomed and trained three new AmeriCorps CTEP workers to work as Digital Literacy instructors <p>Quarter 4</p> <ul style="list-style-type: none"> Provided 35 Paws to Read sessions for 101 young readers Offered 31 elementary-age STEM programs for 534 students Provided 16 elementary-age art programs for 267 students Provided 28 passive programs with 2,957 participants Made 68 school visits to 2,667 kindergartners in November promoting the Kindergarten Library Card Program Partnered with the Red Balloon Bookstore to bring author/illustrator Jan Brett to RV for an after-hours program in December with approximately 500 attendees. Hosted 80 visits and tours by school and youth groups with a total participation of 1,660 Partnered with Urban 4H on 25 STEAM programs for 146 youth at MP, RV, and SV Provided a college essay writing class, hosted by the Loft, for 21 teens Planned and facilitated 47 makerspace programs at MP, RV, and SV for 355 teens Taught digital literacy and library searching skills to 173 students in preparation for History Day Provided 9 weekly technology classes to 74 students in the Unity Center afterschool program at Roseville Middle School
<p>Healthy Youth (AB)</p> <ul style="list-style-type: none"> On-board new Teen Services Librarian Implement new maker programs at SV Sustain Library After Dark funding and program Expand meal program 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Facilitated 330 teen programs Hired and trained Maplewood Library Teen Librarian Erica Redden Facilitated the annual Teen Job Fair with interview instruction, resume and application assistance, and access to teen employers, including the RC ULEAD program, City of Maplewood, Como Park Zoo, Target, Goodwill, and Buffalo Wild Wings Provided 2-day teen tech camps at Maplewood, Shoreview, and Roseville Libraries, where 27 students learned the basics of CANVA, Sculptoris, Garageband, Pixlr, 3D and 2D design, and Weebly Provided 24 gaming opportunities (board games and Dungeons and Dragons) at Roseville and Shoreview serving 89 youth Hosted Youth on Boards, a monthly Maplewood program mentoring 30 Ramsey County teens serving on local non-profit boards Provided 36 makerspace programs at Maplewood, Roseville, and Shoreview for 213 teens Hosted 7 Library After Dark programs for 112 youth at Maplewood and Shoreview

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	<p>Quarter 2</p> <ul style="list-style-type: none"> • Facilitated 266 programs serving 6,143 teens • Joined other metro libraries to support Teen Lit Con, a day-long celebration of teen literature • Hired three summer student workers for MP, RV, and SV and four ULEAD Workforce students to assist with summer programs and meals • Held the Teen Summer Festival with over 100 participants • Partnered with Roseville CTV to host Girls in Focus and Boys in Focus, two week-long camps centered on the perceptions of gender via media • Provided non-video gaming at RV and SV for 136 youth • Offered six Library After Dark programs at MP for 118 youth • Launched summer meals at MP and RV; fed 447 children and teens during the first 13 days at RV <p>Quarter 3</p> <ul style="list-style-type: none"> • Facilitated 197 programs serving 3,224 teens • Hosted Girls Appspirations, a two-week application creation camp for girls of color; 19 girls completed the final project • Co-taught Girls in Focus, a week-long exploration of video production, with CTV Roseville, 12 students participated • Offered Library After Dark programs at MP for 105 youth • Provided summer meals at MP and RV in partnership with Youthprise and St. Paul Public Schools; fed almost 2,500 children and teens over the summer <p>Quarter 4</p> <ul style="list-style-type: none"> • Facilitated 189 programs serving 16,073 teens • Provided 26 gaming programs for 135 youth and offered daily and special event video gaming for over 600 youth • Offered 4 Library After Dark programs at MP for 85 teens • Brought jewelry and art classes to 13 students at the Mounds View High School's Alternative Learning Center • Reached out to 80 AVID students at North High School talking about library jobs and volunteerism • Partnered with Youthprise to provide after-school snacks to children and youth at MP every Monday through Thursday
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3. Create Vibrant Learning Spaces that Engage the Broad Diversity of Our Community.

<p>Refurbish</p> <ul style="list-style-type: none"> • Complete SV (Bill) • Add maker furniture at SV (Chuck) • Develop displays for maker projects (Chuck, Amy) • Refurbish MP (Jill, Bill) • Develop RCL capital plan (Jill) • Upgrade RV reading garden (Jeff, Julie) • Obtain new van and Popup trailer (Jeff/Chuck) • Obtain new truck (Julie) • Formalize NS room agreement & refurbish (Jill) • Re-think security cameras (Chuck) • Refurbish furniture at RV (LW) • Redo MP and NB carpet (Julie) • Install LEDs at MP and MV (Julie) • Replace roof at MV (Julie) • Replace chiller at MV (Julie) • Repair RV concrete walks and curbs (Julie) 	<p>Jill Boldenow/Julie Neville</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Ordered two maker carts for Shoreview • Produced furniture refurbishment priority list for 2018 • Accepted quote for reupholstering 38 Roseville study chairs • Replaced Mounds View Library chiller • Met monthly with MSR Design to support a pre-design project for Maplewood Library • Requested Property Management services to issue RFP to create system-wide capital plan • Sealed floor at Maplewood • Painted entry at Roseville • Replaced the front doors and operators at Mounds View • Installed Variable Frequency Drives on rooftop air conditioner units at White Bear Lake <p>Quarter 2</p> <ul style="list-style-type: none"> • Received Maplewood pre-design report from MSR • Hired MSR to produce Library Master Facilities Plan 2019-2025 • Executed lease amendment at North St. Paul enabling use of new children's room • Replaced worn play surface at Roseville reading garden • Completed engineering study for Mounds View roof replacement • Obtained bid for carpeting at New Brighton • Obtained quote for truck • Started reupholstering RV study chairs, with a third of the chairs completed <p>Quarter 3</p> <ul style="list-style-type: none"> • Completed the re-upholstery of the RV study chairs • Painted the new NS children's room and ordered picture book bins • Installed makerspace carts at SV • Replaced NB carpet • Obtained new truck for Digital Services and Popup Library • Initiated facilities master planning with MSR and Property Management • Completed RV reading garden upgrade <p>Quarter 4</p> <ul style="list-style-type: none"> • Hired Building Services Manager and Maintenance Mechanic II • Commissioned SV to find heat/cooling errors • Repaired brick at NB • Removed Overgrown Tree Branches at MV and MP • Purchased new truck
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	<ul style="list-style-type: none"> • Solicited bids for MV roof • Carpeted and furnished children's room at NS • Continued Master Planning • Submitted CIP request to remodel MP
User Experience <ul style="list-style-type: none"> • Revise Library Use procedures (LW) • Review waive procedures (LW) • Develop new IT alignment practices that sustain excellent service and user experience (Chuck) • Develop virtual services (Chuck) <ul style="list-style-type: none"> ○ Purchase discovery layer ○ Improve website ○ Move staff to County email ○ Update Evanced ○ Launch Niche academy ○ Migrate to Blue Cloud Analytics • Improve physical services (Chuck) <ul style="list-style-type: none"> ○ Explore additional charging stations ○ Add faxing services to NB, WB ○ Add credit card payment at NSP ○ Add card readers at print release station ○ Update self-check software and hardware and chip/pin ○ Review print management ○ Expand laptop checkout ○ Develop process for branches requesting computers • Improve user access (Chuck) <ul style="list-style-type: none"> ○ Enhance internet sign-on process ○ Promote card registration in-house (KS) • Improve collections (LW) <ul style="list-style-type: none"> ○ Add STEM kits ○ Expand selection with new budget ○ Improve order speed and frequency ○ Expand world language collections 	Lynn Wyman/Chuck Wettergren Quarter 1 <ul style="list-style-type: none"> • Provided information to Information Services on staffing, equipment and software • Moved all staff email accounts and distribution lists to County • Began reviewing replacements for Evanced online calendar • Implemented Niche Academy content for E-books and Research sections on website • Met with Niche Academy to improve accessibility • Met with team to finalize criteria for a new catalog discovery layer • Completed Blue Cloud Analytics installation and basic training for administration • Installed security cabinet to facilitate self-check credit card payment option at North St. Paul • Updated policies and procedures to allow students access to guest passes • Installed pilot charging station at Shoreview • Updated all laptop labs with current applications required for digital literacy • Established a budget line and selected a collection manager for the World Languages collection • Established a budget for children's STEM kits • Implemented new selection budgets to expand collection Quarter 2 <ul style="list-style-type: none"> • Continued to expand world language collections • Reviewed LibCal, an event and room booking calendar system • Transferred Webreporter use lists to Blue Cloud Analytics and completed testing • Provided Library network access to County IS department • Worked with County IS to develop application mapping • Purchased 30 laptops to update laptop labs used for Digital Literacy programming • Submitted catalog records to OCLC for MnLINK reclamation project • Updated Windows and security software on all public computers • Expanded World Language collections to all seven libraries Quarter 3 <ul style="list-style-type: none"> • Completed revision of Library Use Procedures • Reviewed and updated Waive Procedures • Relocated world language collections for greater visibility and easier access • Presented Discovery Layer findings to Ramsey County START for review

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	<ul style="list-style-type: none"> • Began staff training for new LibCal event calendar and room booking software • Implemented staff use of Blue Cloud Analytics • Supported IT alignment through information sharing and transition of duties and staff to IS <p>Quarter 4</p> <ul style="list-style-type: none"> • Ordered materials for STEM kits • Reduced the backlog for processing and cataloging new non-rush books from 40 days in 2017 to 25 days in 2018 • Received approval to purchase BiblioCommons • Migrated Evanced to LibCal event calendaring and room booking software • Migrated Askus service and readers advisory to County email system
<p>Adult Programming</p> <ul style="list-style-type: none"> • Evaluate programs with Project Outcome • Support program lines <ul style="list-style-type: none"> ○ History ○ Social services ○ Health access ○ Legal and financial help ○ Community well-being ○ Racial equity ○ Caregiver and senior resources ○ Digital literacy ○ Jobs and small business ○ Sustainable environment • Record more programs for distribution • Develop overflow audience plan 	<p>Quarter 1</p> <ul style="list-style-type: none"> • Presented 131 life skills programs attended by 1,358 people. Highlights include small business workshops by St. Paul SCORE, weekly social worker assistance, Fix-it Clinics, gardening programs with the U of M Extension Service, creative dementia-friendly programs, MNSure navigator assistance, AARP tax help, criminal expungement clinics, social justice book club, Hmong women writers panel, Ask A series with Do Good Roseville • Presented 27 history programs attended by 2,158 people • Recorded six programs for streaming and/or online posting <p>Quarter 2</p> <ul style="list-style-type: none"> • Presented 147 life skills programs attended by 1795 people. Highlights include small business workshops by St. Paul SCORE, weekly social worker assistance, creative dementia-friendly programs, naturalization ceremony, MNSure navigator assistance, US citizenship legal clinic, Ask A series with Do Good Roseville, first-ever Mend-it Clinic • Presented 27 history programs attended by 2,235 people • Recorded three programs for streaming and/or online posting <p>Quarter 3</p> <ul style="list-style-type: none"> • Presented 207 life skills programs attended by 1,378 people. Highlights include community well-being programming with Do Good Roseville, National Alliance on Mental Illness MN, International Institute of MN and Better Angels. Health literacy programming including talks for caregivers and meditation instruction. MNSure navigator assistance continued as did weekly social worker assistance. Naturalization ceremony was presented at Shoreview City Hall with over 60 new citizens from 30 countries. • Presented 17 history programs attended by 1,261 people, including an overflow audience for a Coleen Rowley & 9/11 talk • Recorded three programs for streaming and/or online posting

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	<ul style="list-style-type: none"> • Institutional history programming partners include Ramsey County Historical Society, WB &SV Historical Societies, OLLI, Foreign Policy Association, Global Minnesota, and the French-American Heritage Foundation • Presented 26 book club, arts and literature programs to 561 participants <p>Quarter 4</p> <ul style="list-style-type: none"> • Presented 135 life skills programs attended by 1,322 people. Our MNSure Navigator Assistance helped 155 patrons this quarter; our Community Resource Advocates assisted 94. A record turnout of 125 attended Changes to Medicare. Other highlights include the Dementia Caring & Coping series and health programming with the Roseville Fire Dept. • Presented 22 history programs attended by 1,728 people • Recorded ten programs for streaming and/or online posting • History program partners include: Osher Lifelong Learning Institute, Global Minnesota, Foreign Policy Association, East Side Freedom Library as well as local historical societies. • Presented 31 book club, arts and literature programs to 447 participants
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4. Promote Economic Prosperity and Racial Justice.

<p>Economic Prosperity Services</p> <ul style="list-style-type: none"> • Deliver info literacy program (JL) <ul style="list-style-type: none"> ○ Partner with PCs for People on computers ○ Launch adult maker programs (JJ) ○ Offer tech help appointments ○ Sustain classes for immigrants at FCC ○ Strengthen corrections services (Jill) • Deliver jobs and small business support <ul style="list-style-type: none"> ○ Develop workshops with Workforce Solutions, SCORE, etc. (CM & Carrie) ○ Host corporate recruiters (CM) ○ Offer Etsy entrepreneurship class (JJ) ○ Promote Creative Cloud availability (KS) • Deliver Life Skills programs to support financial literacy, legal help, social services referrals, etc. • Assess community service opportunities (LW) 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Purchased dedicated 3D printer and vinyl cutter for adult maker programming • Purchased portable 3D printer for Popup and adult maker programming • Provided 37 computer and technology classes to 343 students • Offered new social media classes <i>Getting LinkedIn</i> and <i>Facebook 101</i> • Collaborated with Girl Scouts and taught basic coding to 100 scouts, and helped them earn a technology and engineering badge at New Brighton Community Center • Provided 93 open computer and tech help labs to 244 students • Started <i>Tech Help by Appointment</i> once a week at both Roseville and Mounds View • Launched weekly adult Open Makerspace at Roseville, Shoreview, and Maplewood Libraries, with 39 events drawing 316 participants • Offered new adult maker class: <i>3D Printing and Design</i> • Launched weekly digital literacy classes for new immigrants at Fairview Community Center • Provided 8 small business workshops to 169 participants • Provided 9 job classes to 30 participants, including recruitment tables with Target, Anderson Corporation, FedEx Ground
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	<ul style="list-style-type: none"> • Offered programming on networking, marketing tools, and cybersecurity with St. Paul Score and Idea2Launch, and offered <i>Searching for Jobs on the Internet</i> classes • Tracked community service worker hours • Delivered Parent Read programs at Ramsey County Correctional Facility with 44 individuals <p>Quarter 2</p> <ul style="list-style-type: none"> • Provided 36 Computer and Technology Classes to 247 students • Offered new classes <i>Introduction to Image Editing, Introduction to Video Editing, and Smartphone Basics and Security</i> • Provided 100 open computer and tech help labs to 362 students • Participated in the Assistive Technology Fair showcasing 3D printing technology • Presented a program to the American Association of University Women on mobile devices, internet searching, and online safety • Hosted a Fix-It Tech workshop collaborating with University of Minnesota, City of Minneapolis, PCs for People, and other non-profit organizations in the Twin Cities. • Partnered with Minnesota Computers for Schools to provide ex-offenders with a laptop upon completion of library instructed digital literacy classes at the VOA correctional re-entry center • Provided 38 Open Makerspaces drawing 308 participants • Offered new adult maker class Silhouette Studio • Provided 14 small business workshops to 372 participants • Provided 11 corporate recruiter events with 31 participants, with reports of job offers • Tracked community service worker hours • Delivered Parent Read programs at Ramsey County Correctional Facility with 28 individuals <p>Quarter 3</p> <ul style="list-style-type: none"> • Provided 28 computer and technology classes to 235 students • Started <i>Tech Help by Appointment</i> once a week at the New Brighton Library • Provided 95 open computer and tech help labs to 344 students • Provided 34 open makerspaces drawing 307 participants • Extended Roseville Library Open Makerspace hours to 10:00 a.m. to 3:00 p.m. every Saturday • Offered 3D Printing workshops and Silhouette Cameo cutting machine workshops at the Roseville Library • Received LSTA Grant to support equipment and programming for digital storytelling • Received approval to serve as a host site for Etsy entrepreneurship class • Installed Adobe Creative Cloud on SV Video workstation • Registered RCL for Tech Soup to obtain discounted hardware and software • Delivered Parent Read programs at Ramsey County Correctional Facility with 15 individuals • Provided 6 small business workshops to 111 participants
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	<ul style="list-style-type: none"> • Provided 3 Marketing Strategies programs to 98 participants • Provided 11 corporate recruiter events with 36 participants • Began Springboard for the Arts' Work of Art series at Shoreview with 3 programs to 37 participants • Expanded community service worker opportunities to RV <p>Quarter 4</p> <ul style="list-style-type: none"> • Received 289 hours of community service from 29 community service workers in 2018 • Provided 49 computer and technology classes to 307 students • Provided 100 open computer and tech help labs to 349 students • Provided 26 open makerspaces drawing 503 participants • Instructed 3 classes to 85 ELL students on downloading eBooks at a 2 day-pop-up library at the Fairview Community Center • Instructed class on using library databases to 15 ELL students on using at Fairview Community Center • Delivered Parent Read programs at Ramsey County Correctional Facility with 22 individuals • Provided 6 small business workshops to 115 participants • Provided 3 Marketing Strategies programs to 62 participants • Provided 11 corporate recruiter events with 36 participants • Continued Springboard for the Arts' Work of Art series at Shoreview with 4 programs to 57 participants • Provided 8 corporate recruiter events with 27 participants • Ordered and received LSTA grant equipment including iOgrapher and digital scanners • Hired Film North to provide LSTA grant instruction • Expanded Roseville Open Maker to 10-4pm Saturdays
<p>Racial Equity & Inclusion</p> <ul style="list-style-type: none"> • Improve service to all patrons (LW, Chuck, Jill) <ul style="list-style-type: none"> ○ Provide training on culturally-competent customer service ○ Explore web content in relevant languages ○ Develop world language collections with helpful signage ○ Identify translation tools • Deliver RE&I programming (CJ + system-wide) 	<p>Jill Boldenow</p> <p>Quarter 1</p> <ul style="list-style-type: none"> • Started developing collections in Somali, Arabic, Tamil, Hindi, Chinese and Vietnamese; added Spanish language materials • Hired two librarians of color for permanent library positions • Sent two library managers to a PLA training on institutional racism in public libraries • Established annual racial equity and inclusion training requirements for all staff • Submitted Resilient Communities grant proposal on immigrant communities' learning needs; proposal not accepted for implementation

1/23/2019

<ul style="list-style-type: none"> • Implement grant-funded film and discussions: “Becoming American” (CJ) • Launch Red/Blue Workshops (CJ) • Increase hires and retention of racially diverse staff, volunteers and Board (LW, Jill) • Review policy updates with RE&I lens • Remove gender from single restroom signs (Julie) • Post on Staff Net about RE&I training opps • Maintain RE book club • Apply for Resilient Communities grant to study immigrant communities’ learning needs • Implement County recommendations on recruiting, hiring and retention 	<ul style="list-style-type: none"> • Featured programs: <i>Ask a Dreamer</i> and <i>Ask a Muslim Woman 2</i>, and a newly formed monthly book club, <i>Hard Truths: A Social Justice Book Club</i>, all in partnership with Do Good Roseville. Hosted a panel of Hmong women writers at Maplewood Library, featuring Kao Kalia Yang, Mai Neng Moua, May Lee-Yang, and Katie Ka Vang. History programs explored the journey from war-torn Somalia to Minnesota, Civil Rights pioneers in Minnesota, the Hmong experience in the Vietnam War, and the history of race and policing • Completed review and update of Naming Rights policy with RE&I lens <p>Quarter 2</p> <ul style="list-style-type: none"> • Interacted with 2,000 people at the Pride Festival • Expanded collections in Somali, Spanish, Arabic, Hindi, Tamil, Hmong, Chinese, Vietnamese, Tibetan, Korean, Spanish, and indigenous languages • Presented ISD sessions on <i>ESL and Cultural Competence</i> and <i>Inclusive Customer Service for Patrons with Disabilities</i> • Sent 15 staff to Gray Area Thinking workshop on inclusion • Featured programs: <i>Ask an LGBTQIA person</i>; <i>My Story, My Truth</i> film and discussion; and <i>Hard Truths: A Social Justice Book Club</i>, all in partnership with Do Good Roseville. Presented an African American conservative speaker; Conversation Circles for New Language Learners; a Diverse Books Showcase with new books for kids and teens; and Library After Dark, which regularly engages racially diverse teens at Maplewood Library. Hosted naturalization ceremonies and a legal workshop on U.S. citizenship. • Launched Red/Blue workshops with Better Angels • Completed review and update of policies with RE&I lens, including Programming, Unattended Vulnerable Adult, Community Rooms, Public Bulletin Boards, and Free Materials policies <p>Quarter 3</p> <ul style="list-style-type: none"> • Continued to expand World Language collections • Sent Library managers to RC GARE training • Provided a total of 188 hours of RE & I training to 34 staff • Completed the Library Use Procedures revision using a racial equity lens • Updated the Library Associate job description to provide a career path for library circulation staff • Featured programs: A Sensory-Friendly performance of Chitty Bang, presented in partnership with MVCT and Autism Society of MN; Ask a Transracial Adoptive Parent and Ask a Refugee; Naturalization Ceremony with City of Shoreview; Conversation Circles for English Learners; Suicide Prevention Week programming with NAMI MN and Helping Every At-Risk Teen; Ted Talks on the topic of Restorative Justice; Better Angels programs on political polarization; and a book launch by noted author Shannon Gibney. <p>Quarter 4</p> <ul style="list-style-type: none"> • Continued to expand World Language collections
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	<ul style="list-style-type: none"> • Provided a total of 170 hours of RE & I training to 81 staff in quarter 4 • Featured programs: Ask an Indigenous Person, Green Card Youth Voices Exhibit and Panel Discussion, Hard Truths Social Justice Book Club, Conversation Circles for English Learners, and Becoming American: A Documentary Film and Discussion Series Based on our Immigration Experience. Our partners in community well-being programming included Do Good Roseville, Green Card Voices, League of Women Voters Roseville, and the Shoreview Human Rights Commission.
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5. Ensure Stewardship of Public Resources.

Support Friends of the Library <ul style="list-style-type: none"> • Support fundraising and events • Report to Friends on grant-funded outcomes • Generate Library stretch goals requiring funding 	Jill Boldenow Quarter 1 <ul style="list-style-type: none"> • Promoted Friends gala to staff and colleagues; provided staff support for event Quarter 2 <ul style="list-style-type: none"> • Participated in Friends Shoreview capital campaign celebration • Supported and participated in Friends 5K walk/run • Presented at the Friends Annual Meeting on 2017 Friends grant outcomes Quarter 3 <ul style="list-style-type: none"> • Supported Friends Popup Book Sale at SV Quarter 4 <ul style="list-style-type: none"> • Initiated promotion of February Friends gala • Mobilized staff to support 5K planning and redesign event logo
Leverage Library Volunteers (HH) <ul style="list-style-type: none"> • Recruit volunteers to support meal program • Recruit volunteers for senior read programs • Recruit volunteers for maker programs 	Lynn Wyman Quarter 1 <ul style="list-style-type: none"> • Received 3,558 hours of volunteer assistance from more than 140 volunteers Quarter 2 <ul style="list-style-type: none"> • Received 1,188 hours of volunteer assistance • Recruited volunteers to assist with the Book-It 5K Walk/Run and the Summer Festival • Recognized MV volunteers with a High Tea in May and SV volunteers with a luncheon in June • Obtained potted plants from RC Corrections to give as a thank you gift to library volunteers Quarter 3 <ul style="list-style-type: none"> • Received 3,799 hours of volunteer assistance • Recognized MP and Friends book store volunteers with a luncheon

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	<p>Quarter 4</p> <ul style="list-style-type: none"> Received 3,817 hours of assistance from 360 volunteers in quarter 4 Received a total of 19,858 hours in 2018 (12,361 Library + 7,497 Friends) Hosted City/County Credit Union staff in October for a community volunteerism project; volunteers shifted much of the RV nonfiction collection in preparation for shelving the new World Languages collection Recognized NB, RV, and WB volunteers in October with a brunch at NB, a luncheon at RV, and a party at WB
<p>Training</p> <ul style="list-style-type: none"> Improve tech skills Require two RE&I trainings Expand training in Makerspace and other labs Expand sub pool training on targeted subjects Train new staff on IT/email/security (Chuck) 	<p>Lynn Wyman</p> <p>Quarter 1</p> <ul style="list-style-type: none"> Sent 2 staff to the American Library Association Midwinter Conference, 9 staff to the Library Technology Conference, and 4 staff to the Public Library Association Conference Provided a Makerspace training session for Roseville librarians Provided a total of 452 hours of training for 66 staff at 60 different training activities <p>Quarter 2</p> <ul style="list-style-type: none"> Provided a half-day of in-service training to 105 staff on April 19 with sessions that focused on technology, racial equity, and inclusion Sent 3 staff to the American Library Association Annual Conference and 1 staff to COSUGI 2018, a library technology conference Provided 667 hours of training to 105 staff at 58 training events <p>Quarter 3</p> <ul style="list-style-type: none"> Sent 2 children's librarians to the Association of Library Service to Children conference, a biannual event Participated in the 2018 Library Design Institute held in Minneapolis Provided 373 hours of training to 45 staff at 49 training events <p>Quarter 4</p> <ul style="list-style-type: none"> Provided a full day of in-service training to 110 staff Provided 1,194 hours of training to 123 staff at 93 training events in quarter 4; provided 2,685 hours of staff training in 2018 Saw completion of RE & I training requirements by 98% of permanent staff and 76% of subs Provided training that was attended by 8 substitute reference staff Trained staff on LibCal room booking software
<p>Analytics & Planning</p> <ul style="list-style-type: none"> Produce new strategic plan (2019-2021) 	<p>Jill Boldenow</p> <ul style="list-style-type: none"> Produced timeline for strategic and technology planning

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<ul style="list-style-type: none"> • Produce new tech plan (2019-2021) (Chuck, Jill) • Conduct staffing study (LW, Jill) • Assess annual data on racial diversity of staff, volunteers, board (LW) 	<ul style="list-style-type: none"> • Began staffing analysis with Library managers <p>Quarter 2</p> <ul style="list-style-type: none"> • Hired consultant and started strategic planning with Library Board and staff • Evaluated 2017 workforce statistics; alerted County to omission of intermittent hires/ transfers <p>Quarter 3</p> <ul style="list-style-type: none"> • Continued strategic planning with Library Board and staff • Initiated Master Planning with Property Management and MSR <p>Quarter 4</p> <ul style="list-style-type: none"> • Completed Library Strategic Plan 2019-2021 • Advanced work on a Master Facilities Plan • Deferred Tech Plan development to 2019 • Initiated several staffing changes and developed strategic staffing request for 2020-2021
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Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: February 13, 2019

Subject: Fourth Quarter 2018 Financial Report

Attached is the 4th quarter 2018 financial report. Highlights include:

- ❖ Property tax revenues for the year slightly exceeded projections, while County Program Aid was slightly below. Overall County projections for tax support were within 0.06% of actual amounts received.
- ❖ Revenues from Library Fines continue to decline. Reductions to library fine maximums and usage of fine-free electronic materials contributed to the decline. Revenue Recapture totals reflected a temporary decrease in 2018 due to program changes and the IS alignment.
- ❖ Revenue from Buildings & Structures (coffee shop lease revenue) was below projections in 2018 due to the Caféine Thai Café lease termination at Maplewood. Library staff is exploring other uses for the space as part of the Facilities Master Planning process.
- ❖ Use of Library copiers and printers, and self-serve coffee carts at four Ramsey County Library branches continue to do strong business and reflect higher than projected revenues. Income from Interest on Investments has also increased over the last few years, and exceeded projections this year by more than 700%.
- ❖ Salary and benefit expenditures are well within projections for the year. Staff turnover and retirements contributed to a healthy surplus at the end of the year, along with managed use of intermittent staff and vacant positions to ensure that the budget is not overspent.
- ❖ Overall spending was well within budget. Materials selectors and Technical Services staff kept spending on pace despite a 30% increase in the materials budget, funded by surpluses in the Library's fund balance in 2018 and 2019.



LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THRU DECEMBER 31, 2018 AND 2017

	2018					2017			
	Original Annual Budget	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD
<u>Revenue</u>									
Taxes	11,187,108.00	10,565,130.00	10,581,617.48	100%	(16,487.48)	10,041,284.00	10,023,543.70	100%	17,740.30
County Program Aid	0.00	621,978.00	599,063.20	96%	22,914.80	593,864.00	566,614.24	95%	27,249.76
Fines	500,000.00	500,000.00	376,095.22	75%	123,904.78	550,000.00	472,872.66	86%	77,127.34
MELSA	200,000.00	200,000.00	200,111.62	100%	(111.62)	215,000.00	199,053.00	93%	15,947.00
PERA Rate Increase Aid	21,652.00	21,652.00	21,652.00	100%	0.00	21,652.00	21,652.00	100%	0.00
Duplicating Copies/Sales	72,500.00	72,500.00	80,520.40	111%	(8,020.40)	73,000.00	79,049.41	108%	(6,049.41)
Interest on Investments	10,000.00	10,000.00	74,350.44	744%	(64,350.44)	2,000.00	34,623.26	1731%	(32,623.26)
Building & Structures (Rent)	105,000.00	105,000.00	78,284.81	75%	26,715.19	120,000.00	99,033.85	83%	20,966.15
Recoveries	0.00	0.00	108,993.74	N/A	(108,993.74)	0.00	102,426.50	N/A	(102,426.50)
Transfers from Other Funds	225,000.00	225,000.00	225,000.00	100%	0.00	0.00	0.00	N/A	0.00
Total Revenue	12,321,260.00	12,321,260.00	12,345,688.91	100%	(24,428.91)	11,616,800.00	11,598,868.62	100%	17,931.38
<u>Expenditures</u>									
Salaries*	5,947,246.00	5,917,246.00	5,651,230.48	96%	266,015.52	5,696,329.79	5,369,379.05	94%	326,950.74
Fringe Benefits*	2,234,786.00	2,234,786.00	2,010,930.91	90%	223,855.09	2,058,021.00	2,026,935.82	98%	31,085.18
Other Services & Charges	2,823,228.00	2,905,228.00	2,888,885.95	99%	16,342.05	2,782,949.21	2,729,594.05	98%	53,355.16
Supplies	156,000.00	184,000.00	178,586.77	97%	5,413.23	164,500.00	157,671.49	96%	6,828.51
Capital Outlay	60,000.00	40,000.00	21,193.06	53%	18,806.94	65,000.00	77,422.38	119%	(12,422.38)
Books, Periodicals, Etc.	1,100,000.00	1,040,000.00	955,145.69	92%	84,854.31	850,000.00	809,225.36	95%	40,774.64
	12,321,260.00	12,321,260.00	11,705,972.86	95%	615,287.14	11,616,800.00	11,170,228.15	96%	446,571.85
Inc/(Dec) to Fund Balance			639,716.05				428,640.47		

* 2018 Salary expenditures through payday 1/25/19.

* 2017 Salary expenditures through payday 1/26/18.

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THRU DECEMBER 31, 2018**

	2018			Actual as a
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 12/31/18	% of Reserve Year to Date
<u>Expenditures</u>				
2017 Operating Budget Reserves	432,453.80	136,905.99	295,547.81	32%
2016 Operating Budget Reserves	118,000.00	76,999.47	41,000.53	65%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THRU DECEMBER 31, 2018**

	2018			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 12/31/18	Actual as a % of Budget To Date
<u>Expenditures</u>				
2018 LSTA Digital Storytelling Grant	17,289.73	7,848.01	9,441.72	45%
2018 LSTA Popup Library Grant	40,846.00	20,889.64	19,956.36	51%
2018 MnLINK Gateway Server Grant	6,456.60	6,456.60	0.00	100%
2018 MELSA Technology Grant	40,000.00	32,580.00	7,420.00	81%
2016 MELSA Technology Grant	104,000.00	12,530.00	91,470.00	12%
2015 MELSA Technology Grant	100,000.00	99,747.00	253.00	100%
2014 MELSA Technology Grant	271,000.00	255,407.21	15,592.79	94%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THRU DECEMBER 31, 2018**

<u>Fund</u>	2018			
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	Cash Balance as of 12/31/18
Rental Book Revenue	25,736.14	15,624.60	13,057.54	28,303.20
Rental DVD Revenue	25,266.50	49,617.18	48,810.26	26,073.42
Library Gift Fund	347,455.07	164,491.32	213,268.14	298,678.25
Roseville Library Capital Campaign Gift Fund	21,193.61	0.00	4,386.90	16,806.71

SUMMARY OF GIFTS RECEIVED

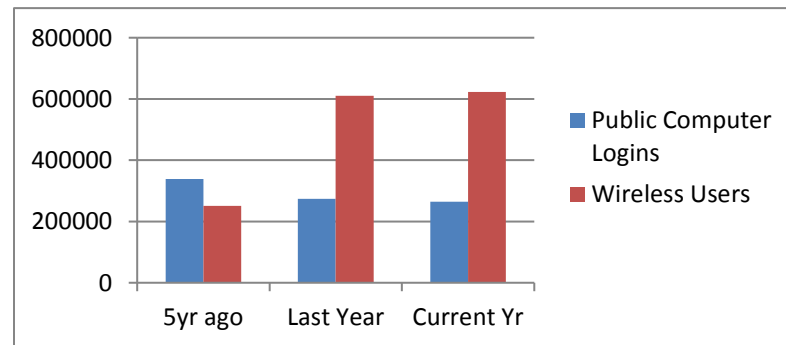
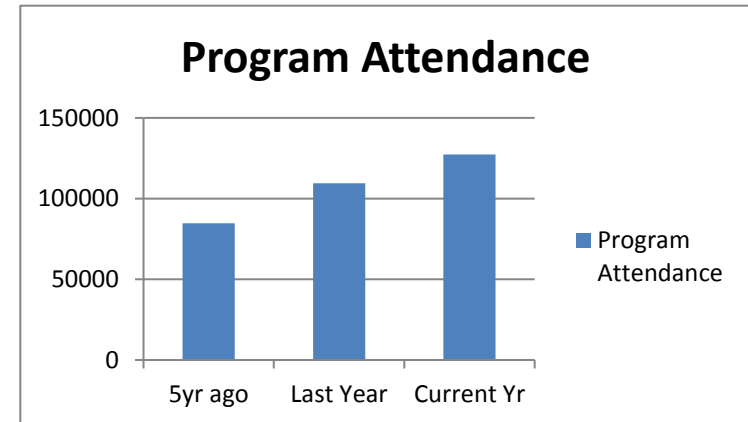
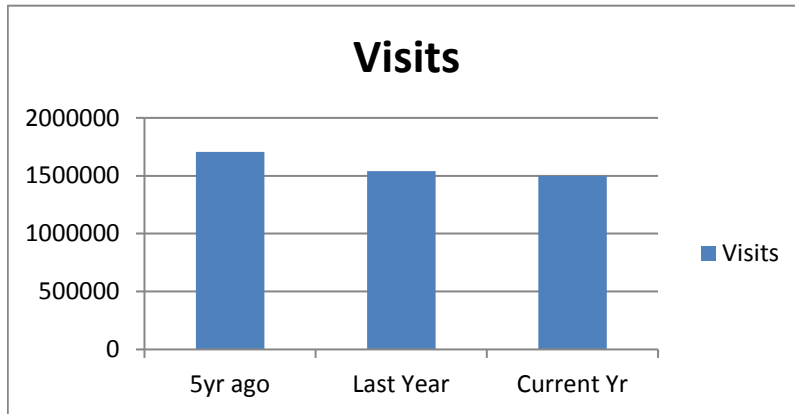
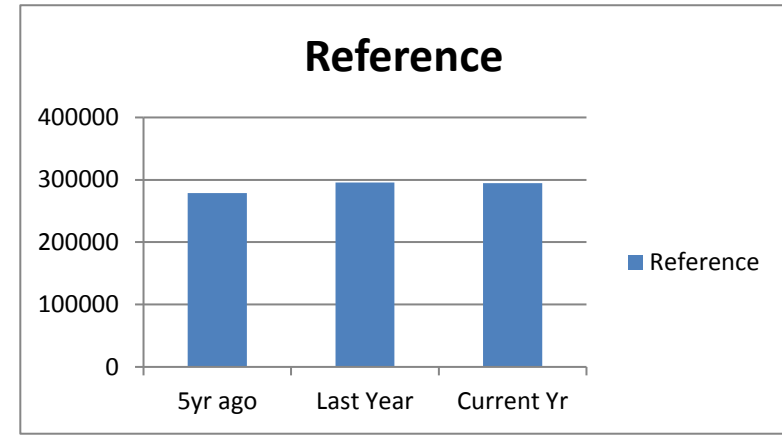
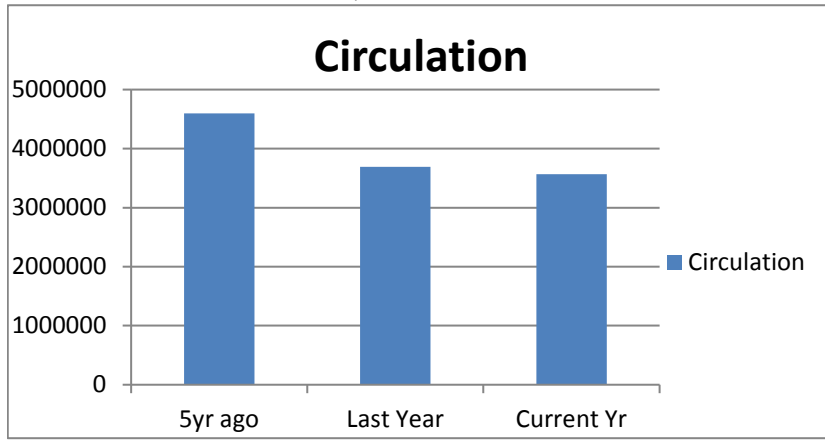
OCTOBER - DECEMBER 2018

Donor	Purpose	Branch	Amount
Anonymous Donor	Undesignated	RV	\$20.00
Patricia Etten	Joseph Doyle Memorial	RV	\$50.00
Madeline Kendig & Grace McCarthy	Undesignated	WB	\$66.47
Midwest Independent Publishing	Undesignated	System	\$50.00
Metropolitan Library Service Agency (MELSA)	Program Reimbursement	System	\$2,450.00
Metropolitan Library Service Agency (MELSA)	Youth Services Literary Allocation	System	\$1,873.00
	Teen Services Literacy Allocation	System	\$2,497.00
	STEM Programming	System	\$2,601.00
	Summer Reading Program Allocation	System	\$5,928.72
Friends of the Ramsey County Libraries	Undesignated	WB	\$50.00
	Children's Materials	RV	\$100.00
	Undesignated	WB	\$450.00
	Children's Materials	RV	\$3,500.00
	Summer Reading Program	System	\$5,000.00
	Technology Literacy/Adult Life Skills	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
Susan Schadegg	Undesignated	RV	\$100.00
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursement	System	\$3,000.00
Friends of the Ramsey County Libraries	Capital Campaign - Amenities	SV	\$15,654.00
	Capital Campaign - Eilenne Boder Memorial	SV	\$2,955.00
	Undesignated	RV	\$25.00
TOTAL:			\$58,870.19

Statistical Trends 2018 Final Report

- System-wide 2018 circulation was down 0.7% for Q4 and down 3.3% for the year. Children's circulation was also down 4.7%. This reflects an ongoing nationwide trend of declining overall circulation. However, overall circulation for the year still exceeded 3.5 million items.
- Circulation of electronic materials rose 15% in 2018, and now accounts for 12% of total circulation. Our e-book holdings now exceed 28,000 items. In addition, RCL patrons have access to significant content through our MELSA peers. One large growth area is downloadable audiobooks, where usage increased about 30% last year to more than 100,000 transactions.
- Library website visits were up 6% in Q4 and 9% in 2018. Physical visits across the system were down 1% in Q4 and 2.6% for the year.
- Meeting room use by outside groups was up more than 15% for the quarter and nearly 18% for the year. This is continued growth fueled primarily by new room options at Shoreview and White Bear Lake. Room usage for the year totaled 3,369 – which does not include library programming.
- Use of the Library's wireless network continues to grow. Usage climbed 6% for the quarter and 2% for the year. In-house computer use was down 4% for Q4 and 3.6% for the year. This continues a trend of some usage transitioning from library-provided machines to more patrons using their own devices. Library computer use still exceeded ¼ million logins for the year, however.
- Library patrons donating items in 2018 accounted for more than \$42,000 worth of materials added to the collection.
- Programming remained strong. Total program attendance was up 16.3% over just one year.
- Publishers Weekly reports that sales of print books *rose* again for the fifth straight year. The increase was 1.3% last year, on top of previous years' growth of 1.9%, 3.3%, 2.8%, and 2.4%.

Core Service Trends -- Q4



Branches by Quarter 2018

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	134,895	130,018	138,696	118,897	522,506
Mounds View	34,325	35,461	36,206	34,289	140,281
New Brighton	55,462	54,228	56,283	51,917	217,890
North St. Paul	25,480	23,728	24,076	22,409	95,693
Roseville	315,069	310,939	328,224	291,594	1,245,826
Shoreview	142,804	143,070	160,438	137,286	583,598
White Bear Lake	67,304	71,474	79,427	64,908	283,113
Tech Services	6,275	6,164	5,909	5,300	23,648
Remote Renewal		9,745	9,851	10,450	30,046
E-circulation	103,231	103,702	105,031	113,487	425,451
Total	884,845	888,529	944,141	850,537	3,568,052

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	48,308	48,627	54,552	44,931	196,418
Mounds View	15,826	17,511	18,131	17,298	68,766
New Brighton	25,021	25,024	26,668	23,660	100,373
North St. Paul	8,424	8,254	8,327	8,054	33,059
Roseville	135,612	137,740	150,241	126,230	549,823
Shoreview	70,974	73,413	87,066	69,987	301,440
White Bear Lake	30,471	34,360	39,763	30,448	135,042
Tech Services	965	911	848	808	3,532
Remote Renewal	2,784	2,476	2,448	2,791	10,499
E-circulation					
Total	338,385	348,316	388,044	324,207	1,398,952

Registrations

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	553	482	604	554	2,193
Mounds View	176	151	171	152	650
New Brighton	367	191	210	182	950
North St. Paul	100	56	79	144	379
Roseville	1,411	1,312	1,540	1,388	5,651
Shoreview	645	424	620	543	2,232
White Bear Lake	270	299	298	272	1,139
Tech Services	243	128	189	90	650
Remote Renewal					
E-circulation					
Total	3,765	3,043	3,711	3,325	13,844

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	11,349	10,335	11,752	12,168	45,604
Mounds View	5,096	429	5,538	4,342	15,405
New Brighton	5,031	3,770	5,044	4,238	18,083
North St. Paul	4,472	3,185	4,628	4,225	16,510
Roseville	32,916	27,066	35,373	35,594	130,949
Shoreview	10,660	10,153	11,557	10,621	42,991
White Bear Lake	6,201	5,070	6,318	7,293	24,882
Total	75,725	60,008	80,210	78,481	294,424

Visits

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	72,212	73,916	80,058	68,980	295,166
Mounds View	16,057	20,498	19,048	14,840	70,443
New Brighton	28,165	25,930	28,489	26,005	108,589
North St. Paul	8,840	9,097	8,843	8,234	35,014
Roseville	145,268	150,055	149,630	135,435	580,388
Shoreview	63,936	64,134	72,931	61,655	262,656
White Bear Lake	34,603	37,199	41,004	34,210	147,016
Total	369,081	380,829	400,003	349,359	1,499,272

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	219	211	237	240	907
Mounds View	50	52	35	32	169
New Brighton	0	0	0	0	0
North St. Paul	0	0	0	0	0
Roseville	253	290	231	1,002	1,776
Shoreview	297	221	186	1,070	1,774
White Bear Lake	62	44	57	221	384
Total	881	818	746	2,565	5,010

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	13,576	16,395	15,581	13,245	58,797
Mounds View	2,380	2,572	2,913	2,502	10,367
New Brighton	5,066	5,507	5,075	4,542	20,190
North St. Paul	1,594	1,860	1,476	1,366	6,296
Roseville	28,381	32,944	31,892	27,728	120,945
Shoreview	7,543	8,284	8,369	7,579	31,775
White Bear Lake	3,766	4,524	4,367	3,515	16,172
Total	62,306	72,086	69,673	60,477	264,542

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	12,263	13,297	14,153	12,315	52,028
Mounds View	2,067	2,204	2,916	2,352	9,539
New Brighton	4,334	3,955	3,879	3,504	15,672
North St. Paul	1,369	1,395	1,330	1,213	5,307
Roseville	28,314	28,465	30,075	26,655	113,509
Shoreview	6,113	6,371	6,653	6,662	25,799
White Bear Lake	3,172	3,464	3,486	2,750	12,872
Total	57,632	59,151	62,492	55,451	234,726

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	25,835	25,886	28,665	27,950	108,336
Mounds View	1,598	2,010	2,294	2,084	7,986
New Brighton	5,357	4,929	5,631	5,544	21,461
North St. Paul	1,590	1,172	1,504	1,157	5,423
Roseville	87,725	88,742	90,270	98,131	364,868
Shoreview	21,499	21,092	24,582	24,005	91,178
White Bear Lake	5,833	6,378	5,848	5,684	23,743
Total	149,437	150,209	158,794	164,555	622,995

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	521.10	655.55	472.40	603.50	2,252.55
Mounds View	63.50	100.95	110.10	91.75	366.30
New Brighton	138.45	149.70	131.50	155.95	575.60
North St. Paul	20.50	35.00	30.50	24.50	110.50
Roseville	1,916.01	1,549.32	2,187.38	1,944.96	7,597.67
Shoreview	642.20	637.85	613.65	736.45	2,630.15
White Bear Lake	255.75	242.00	254.00	259.85	1,011.60
Administration					0.00
Technical Services					0.00
Friends				7,497.00	7,497.00
Total	3,557.51	3,370.37	3,799.53	11,313.96	22,041.37

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

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	44	57	30	52	183	2,102	2,797	2,144	2,231	9,274
Mounds View	52	66	59	58	235	1,043	1,375	1,729	1,150	5,297
New Brighton	36	35	34	40	145	1,264	1,558	1,927	1,485	6,234
North St. Paul	59	68	30	96	253	1,435	2,044	1,757	2,398	7,634
Roseville	92	101	97	103	393	3,803	5,894	8,272	7,410	25,379
Shoreview	49	72	47	74	242	3,266	3,353	4,918	2,561	14,098
White Bear Lake	52	62	48	54	216	1,749	3,325	3,129	2,251	10,454
Admin		2			2		2284			2284
Total	384	463	345	477	1,669	14,662	22,630	23,876	19,486	80,654

Teen programs**Teen program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	141	48	70	41	300	836	820	1,447	489	3,592
Mounds View	1	2	3	0	6	3	40	66	0	109
New Brighton	0	0	4	0	4	0	0	116	0	116
North St. Paul	0	0	1	0	1	0	0	33	0	33
Roseville	124	138	130	123	515	854	2,512	2,623	812	6,801
Shoreview	62	66	65	63	256	325	1,571	659	921	3,476
White Bear Lake	2	9	5	3	19	0	930	135	160	1,225
Admin					0		270			270
SRP					0					0
Total	330	263	278	230	1,101	2,018	6,143	5,079	2,382	15,622

Adult programs**Adult program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	65	75	55	40	235	706	439	309	1,964	3,418
Mounds View	15	27	20	17	79	109	203	231	107	650
New Brighton	6	16	12	24	58	46	287	37	139	509
North St. Paul	4	2	1	2	9	44	73	5	11	133
Roseville	160	150	127	130	567	3,204	2,871	1,951	6,329	14,355
Shoreview	55	58	50	71	234	476	620	496	3,672	5,264
White Bear Lake	47	28	36	21	132	526	427	839	2,857	4,649
Admin	2	10	14	3	29	240	2,712	1,167	171	4,290
Winter Reading					0					0
Total	354	366	315	308	1,343	5,351	7,632	5,035	15,250	33,268

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	660,932	587,860	522,506	-11.1%	257,805	222,811	196,418	-11.8%	3,019	2,626	2,253	-14.2%
Mounds View	182,935	162,924	140,281	-13.9%	89,330	76,672	68,766	-10.3%	307	343	366	6.7%
New Brighton	254,756	235,549	217,890	-7.5%	115,289	104,881	100,373	-4.3%	704	950	576	-39.4%
North St Paul	114,144	113,961	95,693	-16.0%	39,504	38,820	33,059	-14.8%	107	91	111	22.0%
Roseville	1,460,075	1,341,748	1,245,826	-7.1%	644,003	587,868	549,823	-6.5%	8,278	7,332	7,598	3.6%
Shoreview	481,827	561,262	583,598	4.0%	218,847	283,552	301,440	6.3%	2,733	2,247	2,630	17.0%
White Bear Lake	309,665	293,213	283,113	-3.4%	143,919	136,827	135,042	-1.3%	999	1,076	1,012	-6.0%
E-material	362,326	370,022	425,451	15.0%								
Other					15,699	12,450	10,499	-15.7%	7,670	7,505	7,497	-0.1%
Support Services	24,258	23,189	23,648		3,449	3,464	3,532	2.0%				
System Quarter 1	986,142	926,137	884,845	-4.5%	401,213	362,999	338,385	-6.8%	3,844	3,764	3,558	-5.5%
System Quarter 2	977,715	919,921	888,529	-3.4%	393,008	368,917	348,316	-5.6%	4,182	3,542	3,370	-4.9%
System Quarter 3	1,016,753	986,977	944,141	-4.3%	420,592	407,186	388,044	-4.7%	3,980	3,754	3,800	1.2%
System Quarter 4	870,308	856,693	850,537	-0.7%	337,332	328,243	324,207	-1.2%	11,444	11,105	11,314	1.9%
Annual Total	3,850,918	3,689,728	3,568,052	-3.3%	1,527,845	1,467,345	1,398,952	-4.7%	23,450	22,171	22,041	-0.6%

Express checkout percentages

Visits

Meeting room use by outside groups

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	91.6%	90.2%	89.0%	-1.3%	334,487	312,742	295,166	-5.6%	820	808	907	12.3%
Mounds View	84.8%	85.5%	82.8%	-3.1%	74,873	68,664	70,443	2.6%	92	92	169	83.7%
New Brighton	91.4%	89.7%	90.3%	0.7%	107,051	106,415	108,589	2.0%	0	0	0	0.0%
North St Paul	63.0%	63.2%	65.2%	3.2%	38,944	38,079	35,014	-8.0%	0	0	0	0.0%
Roseville	88.6%	87.7%	87.5%	-0.2%	673,549	612,544	580,388	-5.2%	944	1,027	1,002	-2.4%
Shoreview	85.1%	90.1%	90.6%	0.6%	192,908	251,411	262,656	4.5%	153	759	1,070	41.0%
White Bear Lake	89.5%	88.8%	89.4%	0.6%	152,843	149,386	147,016	-1.6%	149	172	221	28.5%
System Quarter 1	85.1%	84.1%	84.0%	-0.1%	381,307	373,663	369,081	-1.2%	541	528	881	66.9%
System Quarter 2	86.0%	85.4%	85.1%	-0.3%	408,731	396,743	380,829	-4.0%	568	710	818	15.2%
System Quarter 3	86.3%	86.1%	86.3%	0.2%	431,913	415,758	400,003	-3.8%	550	754	746	-1.1%
System Quarter 4	81.9%	84.4%	84.5%	0.1%	352,722	353,077	349,359	-1.1%	499	803	924	15.1%
Annual Average	84.8%	85.0%	85.0%	0.0%	1,574,673	1,539,241	1,499,272	-2.6%	2,158	2,858	3,369	17.9%

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

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	65,797	63,359	58,797	-7.2%	64,553	61,123	52,027	-14.9%	99,324	111,717	108,336	-3.0%
Mounds View	10,290	10,122	10,367	2.4%	9,711	9,014	9,539	5.8%	6,395	6,849	7,986	16.6%
New Brighton	21,857	21,726	20,190	-7.1%	18,286	18,357	15,673	-14.6%	14,742	20,239	21,461	6.0%
North St Paul	7,648	7,253	6,296	-13.2%	6,755	5,952	5,307	-10.8%	3,802	5,283	5,423	2.7%
Roseville	129,966	125,275	120,945	-3.5%	125,394	122,310	113,509	-7.2%	292,886	352,376	364,868	3.5%
Shoreview	19,504	30,051	31,775	5.7%	15,414	24,008	25,799	7.5%	27,444	87,006	91,178	4.8%
White Bear Lake	17,253	16,564	16,172	-2.4%	14,017	13,863	12,871	-7.2%	22,392	26,989	23,743	-12.0%
System Quarter 1	69,027	66,213	62,306	-5.9%	65,193	62,745	57,632	-8.1%	100,016	155,492	149,437	-3.9%
System Quarter 2	69,097	70,279	72,400	3.0%	64,316	64,167	59,519	-7.2%	112,208	158,088	150,209	-5.0%
System Quarter 3	72,595	74,674	69,673	-6.7%	66,935	68,463	62,492	-8.7%	121,074	142,025	158,794	11.8%
System Quarter 4	61,596	63,184	60,477	-4.3%	57,686	59,252	55,450	-6.4%	133,687	154,854	164,555	6.3%
Annual Total	272,315	274,350	264,542	-3.6%	254,129	254,627	234,725	-7.8%	466,985	610,459	622,995	2.1%

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

Location	2016	2017	2018	% Change	2016	2017	2018	% Change	2016	2017	2018	% Change
Maplewood	50,349	53,339	45,604	-14.5%	2,864	2,598	2,193	-15.6%	3,177	3,158	3,167	0.3%
Mounds View	14,209	16,575	15,405	-7.1%	806	843	650	-22.9%	1,757	1,758	1,769	0.6%
New Brighton	19,409	21,151	18,083	-14.5%	1,006	891	950	6.6%	2,168	2,246	2,049	-8.8%
North St Paul	17,459	14,391	16,510	14.7%	1,000	546	379	-30.6%	1,771	1,764	1,757	-0.4%
Roseville	125,593	126,308	130,949	3.7%	7,555	5,660	5,651	-0.2%	3,184	3,171	3,167	-0.1%
Shoreview	29,991	44,369	42,991	-3.1%	1,503	2,175	2,232	2.6%	2,249	3,003	3,173	5.7%
White Bear Lake	18,850	19,370	24,882	28.5%	1,415	1,275	1,139	-10.7%	2,259	2,249	2,249	0.0%
Technical Services					737	707	650	-8.1%				
System Quarter 1	72,254	72,280	75,725	4.8%	4,715	3,399	3,765	10.8%	4,142	4,138	4,353	5.2%
System Quarter 2	61,360	66,950	60,008	-10.4%	3,474	3,371	3,043	-9.7%	4,315	4,436	4,419	-0.4%
System Quarter 3	78,988	81,913	80,210	-2.1%	4,590	3,982	3,711	-6.8%	4,204	4,448	4,400	-1.1%
System Quarter 4	63,258	74,360	78,481	5.5%	4,107	3,943	3,325	-15.7%	3,904	4,327	4,159	-3.9%
Annual Total	275,860	295,503	294,424	-0.4%	16,886	14,695	13,844	-5.8%	16,565	17,349	17,331	-0.1%

Website visits

	2016	2017	2018	% Change		2016	2017	2018	% Change		2016	2017	2018	% Change
Quarter 1	460,613	746,417	794,535	6.4%		124,604	116,150	112,179	-3.4%		94,933	90,397	103,231	14.2%
Quarter 2	453,119	784,498	906,282	15.5%		120,340	103,147	107,060	3.8%		89,112	88,570	103,702	17.1%
Quarter 3	493,734	805,926	879,239	9.1%		118,043	111,877	113,825	1.7%		91,540	96,609	105,031	8.7%
Quarter 4	671,176	813,884	860,094	5.7%		105,744	103,767	105,892	2.0%		86,731	94,446	113,487	20.2%
Annual Total	2,042,513	3,150,725	3,440,150	9.2%		468,731	434,941	438,956	0.9%		362,316	370,022	425,451	15.0%

Holds placed**E-materials circulated****Incoming ILL****Outgoing ILL****Value of gifts added**

	2016	2017	2018	% Change		2016	2017	2018	% Change		2016	2017	2018	% Change
Quarter 1	4,288	4,304	4,172	-3.07%		5,743	5,391	5,395	0.07%		\$22,038.58	\$4,074.60	\$24,047.63	490.2%
Quarter 2	4,092	4,101	4,031	-1.71%		5,359	4,703	5,337	13.48%		\$27,227.07	\$2,411.10	\$8,801.45	265.0%
Quarter 3	4,125	4,010	4,181	4.26%		5,625	4,828	4,915	1.80%		\$20,854.77	\$8,667.45	\$6,849.85	-21.0%
Quarter 4	3,769	3,861	4,038	4.58%		4,161	4,948	4,556	-7.92%		\$17,065.19	\$17,913.50	\$2,609.27	-85.4%
Annual Total	16,068	16,276	16,422	0.9%		20,493	19,870	20,203	1.7%		\$87,185.61	\$33,066.65	\$42,308.20	27.9%

Request for Library Board Action

Meeting Date
February 20, 2019

Action Requested
Information and
Discussion

Presented By
Cheryl Seidenkranz,
Property Manager

SUBJECT:

Incident Reports

BACKGROUND:

Of the 41 incidents reported for the fourth quarter, 27 were for patron behavior. New to the reports are many incidents of people going from car to car, testing the handles for unlocked cars. Reported injuries are down, possibly due to the lack of snow in November and December.

BOARD ACTION REQUESTED:

For information and discussion.

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

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

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

Incident Report Comparison Fourth Quarter				
	2015	2016	2017	2018
New Brighton	3	2	2	0
Maplewood	8	15	9	12
Mounds View	6	1	2	0
North St. Paul	0	0	1	2
Roseville	31	16	14	17
Shoreview	4	7	9	9
White Bear Lake	6	0	2	1
	58	41	39	41

Totals	220	169	122	143
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Request for Library Board Action

Meeting Date
February 20, 2019

Action Requested
Information and Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:
2019 Staff Work Plan

BACKGROUND:

Attached is the 2019 staff work plan, indicating the initiatives that support the Library's strategic priorities. The Library's Administrative Team oversees this work and coordinates reporting of outcomes and activities. The Library Director will bring quarterly work plan reports to the Library Board.

BOARD ACTION REQUESTED:
For information and discussion.

Ramsey County Library | 2019 Work Plan

Priority 1. Facilitate access by removing barriers.

Initiatives	Results and measures
Improve digital U/X and equipment (CW) <ul style="list-style-type: none"> Enhance and expand scan and fax services Enable renewals at limit / consider auto-renewal Increase device-charging opportunities Streamline Internet login process Select and install new self-check units Produce Technology Plan 2019-2021 Launch and promote Adobe or Corel or similar SW Continue/expand computer grant giveaway to digital literacy classes 	
Enhance facilities usability (CS) <ul style="list-style-type: none"> Offer gender-neutral (single-stall) bathrooms Evaluate physical building accessibility through Property Management 	
Improve customer service (LW) <ul style="list-style-type: none"> Address communications barriers at desks and online (e.g., Google translate, dry erase board, multiple language guides, website translation) (KS and others) Streamline library card registration with MELSA Offer new patron orientation Provide staff training to serve diverse populations Promote World Language collections (KS) Promote account registration internally and externally (KS & others) Record and distribute more videos of programs (CJ) 	<ul style="list-style-type: none"> Households with a Library Account Circulation per FTE Staff training re: barriers and service
Enhance service to seniors (LW / Engagement Team) <ul style="list-style-type: none"> Investigate opportunities to get materials to seniors Promote digital literacy at senior residences (Dig Svcs & others) 	
Develop 2020-2021 budget request with supporting initiatives (JB) <ul style="list-style-type: none"> Propose eliminating fines on juvenile materials Propose FTE for Popup Library & coordination with other County departments Propose furnishing an Open+ space 	<ul style="list-style-type: none"> Budget support for initiatives

Ramsey County Library | 2019 Work Plan

Priority 2. Foster literacy and lifelong learning.

Initiatives	Results and measures
Engage families and children through programming and outreach (LW) <ul style="list-style-type: none"> • Offer an array of programming supporting early literacy and STEAM skills • Engage families with 1,000 Books Before Kindergarten • Focus outreach on ISD 622 to increase SRP participation • Offer more evening and weekend children's storytimes • Analyze area tutoring programs to inform RCL plan • Engage with the RC Pritzger grant project supporting 0-3 child development • Pilot hands-on maker station for children at WB and/or SV 	<ul style="list-style-type: none"> ○ Total children's programs and participants ○ Family storytime ○ Baby storytime ○ 1,000 Books participants ○ K-card stats ○ STEAM programs ○ Children/tween SRP participants
Engage teens through vibrant programming/strategic partnerships (LW) <ul style="list-style-type: none"> • Offer dynamic teen programming • Partner with schools on referrals to summer teen camps • Pilot a new, after-hours teen/tween SRP kickoff • Bring in new makers to deliver teen programs • Expand ConnectEd registrations and class trainings (CW/Jill) 	<ul style="list-style-type: none"> ○ Total teen programs and participants ○ Teen Maker programs ○ Teen SRP participants ○ Homework help online use ○ New student card registration
Offer robust digital literacy programs (CW) <ul style="list-style-type: none"> • Deliver LSTA-funded Maker programs (stats to CJ) • Maintain digital literacy labs and classes (stats to CJ) • Refine branding of all maker programs • Improve staff and public awareness of digital literacy resources 	<ul style="list-style-type: none"> ○ Digital literacy--labs and class attendance ○ Digital literacy--Adult maker programs
Offer additional adult programs supporting education and enrichment (LW/CJ) <ul style="list-style-type: none"> • Offer programs meeting community and County goals (core areas: digital literacy, workforce, economic prosperity, health, social services, race/social issues, history) • Refine adult programming lines and branch needs 	<ul style="list-style-type: none"> ○ Total adult programs and participants ○ Jobs/small business program attendance ○ Job-seeking online (Impact Survey) ○ History programs ○ Narrative overview of programs with RE&I focus
Explore more intergenerational programs (Programming staff)	
Develop 2020-2021 budget request with supporting initiatives (JB) <ul style="list-style-type: none"> • Propose CIP funding for dedicated Makerspace in RV atrium • Propose FTE to support digital literacy programming 	<ul style="list-style-type: none"> ○ Budget support for new initiatives

Ramsey County Library | 2019 Work Plan

Priority 3. Maximize learning and exploration through dynamic use of technology, library, and community space.

Initiatives	Results and measures
Create dynamic library space and events (JE/CW) <ul style="list-style-type: none"> • Produce after-hours atrium programs (possibly with Friends) • Bring new ideas: e.g., food trucks, outdoor programs, family events • Improve lighting controls in RV • Refurbish library furniture • Upgrade digital signage • Refine daily events signage 	<ul style="list-style-type: none"> ○ Library Visits ○ Room bookings ○ Circulation
Advance facilities and services planning (Jill) <ul style="list-style-type: none"> • Complete Library Facilities Master Plan • Implement priorities if capital funds are released in 2019 • Support County Accessible Services Delivery planning (Jill/LW) • Develop concepts for building out libraries for more County services (Jill/LW) 	
Enhance virtual space and discoverability (CW) <ul style="list-style-type: none"> • Launch Bibliocommons • Ensure that Ebooks are discoverable in catalog • Expand Niche academy videos in Biblioweb • Refine Beanstack and expand users of all ages 	<ul style="list-style-type: none"> ○ Computer logins ○ Web visits ○ Wifi use ○ Beanstack users
Ensure an active community presence and services (JE) <ul style="list-style-type: none"> • Onboard new outreach librarian • Increase outreach visits overall • Continue Popup Library to engage underserved residents 	<ul style="list-style-type: none"> ○ Outreach visits total ○ Popup visits and people served
Develop 2020-2021 budget request with supporting initiatives (JB) <ul style="list-style-type: none"> • Propose CIP funding for MP remodel 	<ul style="list-style-type: none"> ○ Budget support for MP initiative

Ramsey County Library | 2019 Work Plan

Priority 4. Work proactively with partners to support community well-being.

Initiatives	Results and measures
Support adult life skills and well-being in programming (JE/CJ) <ul style="list-style-type: none"> In the Life Skills category, we track these adult program types: digital literacy, MNSure, CRA, health, workforce and small business, environment, new immigrant programs, financial and legal, TED talks Maintain support for CRA and MNSure resources 	<ul style="list-style-type: none"> Total Life skills programs and attendees MNSure enrollment CRA attendees Impact survey: health & wellness online
Foster County partnerships (JB) <ul style="list-style-type: none"> Strengthen relationships with Workforce solutions, Elections, Accessible Services Delivery Investigate opportunities with Social Services, Financial Assistance, Health Equity, Corrections, Parks and Recreation Work with EGCI and County on racial equity and community engagement 	<ul style="list-style-type: none"> Number of partner organizations Elections
Leverage CTEP Americorps program (CW/JL) <ul style="list-style-type: none"> Request 5 CTEP members to strengthen service to adults Sustain North Star Digital Literacy assessments/certifications and job search help 	<ul style="list-style-type: none"> CTEP job stats North Star certifications
Support healthy children and youth (LW) <ul style="list-style-type: none"> Continue meal programs with Dept of Ed at RV and MP Build new partnerships focused on at-risk and non-library using teens (AVID, Alternative High Schools, EBD, etc) Train RC public health nurses to support literacy at Well Baby visits 	<ul style="list-style-type: none"> Meals and snack served Training for public health nurses
Align with the Friends and volunteers (JB) <ul style="list-style-type: none"> Explore book sale/distribution options (service to seniors?) Develop new goals/wish list for Friends campaigns Develop new volunteer goals and assignment 	<ul style="list-style-type: none"> Friends efforts and outcomes Volunteer hours

Request for Library Board Action

Meeting Date
 February 20, 2019

Action Requested
 Information and Discussion

Presented By
 Jill Boldenow,
 Library Director

SUBJECT:

2020-2021 Budget Process

BACKGROUND:

In November, 2018, the Ramsey County Manager kicked off the 2020-2021 budget process by asking Senior Managers to develop strategic proposals that support residents first service; service team innovation; or talent attraction, retention, and promotion.

The Library and the Economic Growth and Community Investments (EGCI) service team submitted strategic proposals to the County Manager for funding consideration on February 1, 2019. The Library will continue working with the service team, Finance, and County Manager to produce a full budget.

Budget Process Timeline:

Completed Library budget forms due to Finance Department: April 10, 2019

County Manager sets proposed budget: June 5, 2019

County Manager presents proposed budget to County Board: August 6, 2019

County Board hearings on EGCI service team budgets: August or September, 2019

County Board certifies 2020 maximum property tax levy: September 17, 2019

County Board adopts 2020-2021 budgets and 2020 property tax levy: December 17, 2019

Branch Library Report

Mounds View



February 20, 2019
Report to the Library Board

TRENDS IN THE SERVICE AREA

- More than 25% of Mounds View residents are people of color. 11% are foreign born, and 17% speak a language other than English at home
 - Over 10% of Mounds View residents have a disability status.
 - 5.5% of residents are unemployed (slightly higher than the Twin Cities average of 4.8%).
 - Mounds View residents have an overall lower educational level than the general Twin Cities.
- *city statistics obtained from mncompass.org

LIBRARY ISSUES AND SERVICE TRENDS

- New art in the teen area from local teens at Irondale High.
- World languages have their own kiosks with strong circulation.
- Patrons continue to use the free fax machine and scanner at high rates.
- New roof planned for this spring.
- Mary Wetterlin has expanded children's services to include more STEAM, Makerspace, and other creative programming.

LIBRARY SERVICES AND EVENTS

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

- New Friday baby storytime has been successful
- One weekly family storytime
- One monthly Saturday family storytime
- Several additional monthly programs, including Paws to Reads, crafts, and STEAM programs
- Monthly passive programs for various ages.

What is special and important about the library

- Notably high circulation of children's materials
- Jobs board that is updated frequently for those seeking employment
- Dedicated staff and volunteers, most of whom have worked at Mounds View Library for many years
- Racially and otherwise diverse community
- Truly a community gathering space where residents of all backgrounds meet and interact with each other

Collection Highlights

- New Easy And Juvenile book display area to feature new topics monthly
- New children's holidays area for easy browsing
- New signage and shelving area for English Language Learners

Work Plan Project(s)

- Outreach to local senior centers with be expanded in 2019
- Pop up library activities are planned for summer in Mounds View parks
- New furniture for children's area ordered for spring 2019

Key Partnerships

- Mounds View City Council - library programs are listed in their monthly newsletter
- Mounds View Adult Education - weekly tours as well as cross-promotion of services
- Bridges Program (MV Public Schools) students and teachers visit three times each week
- Adult Education Child Care Center - storytime attendance and visits
- Mounds View Community Center/YMCA - Summer Reading partnership, cross-promotion of programs
- Bel Rae Senior Center visits MV library regularly
- Ralph Reeder Food Shelf - library food drive and supply books for their customers

MOUNDS VIEW AT A GLANCE

YEAR BUILT	1990
SQUARE FEET	8,000
DAYS OPEN	Mon, Thu 1 – 8 pm Tue, Sun Closed Wed, Fri, Sat 10 – 5 pm
HOURS/WEEK	35

NUMBER OF PUBLIC COMPUTERS	21
COLLECTION SIZE	39,804

STAFF FTE	4.20
TOTAL STAFF	8
VOLUNTEER HOURS	366

	2015	2016	2017	2018
TOTAL CIRCULATION	197,189	182,935	162,924	140,281
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	97,857 50%	89,330 49%	76,672 47%	68,766 49%
REFERENCE	13,806	14,209	16,575	15,405
COMPUTER HOURS USED	10,366	9,711	9,014	9,539
WIRELESS USERS	5,809	6,395	6,849	7,986
ANNUAL VISITS	79,214	74,873	68,664	70,443
CHILDREN'S PROGRAM ATTENDANCE	4,427	4,582	4,997	4,599
ADULT PROGRAM ATTENDANCE	570	157	202	650

Ramsey County Library in the news:

1/20: bringmethenews. com	What's open and closed in Minnesota on Martin Luther King Jr. Day 2019? https://bringmethenews.com/minnesota-lifestyle/whats-open-and-closed-on-mlk-day-2019
1/29: White Bear Press	Letter to the editor https://www.presspubs.com/quad/opinion/letters_to_the_editor/letter-to-the-editor/article_fb6bab0c-2404-11e9-900e-3fd8335f5daa.html
1/30: kstp.com	Warming centers offer shelter during deep freeze https://kstp.com/news/warming-shelters-open-during-deep-freeze-minnesota/5226732/
2/6: Shoreview Press	Getting library materials from outside Ramsey County http://www.lillienews.com/articles/2019/02/06/getting-library-materials-outside-ramsey-county
2/7: Minnpost	Event to celebrate Robert Bly and his 'Collected Poems'; Club Book's winter/spring lineup https://www.minnpost.com/artscape/2019/02/event-to-celebrate-robert-bly-and-his-collected-poems-club-books-winter-spring-lineup/
2/7: Pioneer Press	Leif Enger, Lorna Landvik among 2019 Club Book guest readers https://www.twincities.com/2019/02/07/leif-enger-lorna-landvik-among-2019-club-book-guest-readers/
2/7: Star Tribune	Linda LeGarde Grover, Leif Enger, Lorna Landvik, Don Winslow heading up winter Club Book lineup http://www.startribune.com/leif-enger-lorna-landvik-don-winslow-heading-up-winter-club-book-lineup/505504632/
2/12: Shoreview Press	Gallery 96 exhibit opens Feb. 15 http://www.lillienews.com/articles/2019/02/12/gallery-96-exhibit-opens-feb-15
2/12: Kare 11	Libraries are not lame: Millennial librarian explains career choice https://www.kare11.com/article/news/libraries-are-not-lame-millennial-librarian-explains-career-choice/89-22d135a6-6c9b-4dd1-b9ec-d514423649f1?fbclid=IwAR0_BeHM3OC8MScBmMjshdRCF4EHqWEKG2tnOPNmQh33mcXbva2NsWENwzs

Facebook:

Check-in

**Eileen Bertie** is at Ramsey County Library.
January 12 · Roseville, MN · 🌐

If you ever can't find me, check the second level of the library, in front of the fireplace.





**Ramsey County Library**
Published by Pa Na Lor [?] · January 19 at 12:00 PM · 🌐

This is a good counter narrative to Marie Kondo's 30 books debate.
"...it seems that the backlash against Kondo's advice has much less to do with her, and far more to do with misguided anger over what some readers perceive as Kondo's slight against the book ownership they deem necessary to their literary identity." Read more: <https://www.bustle.com/p/the-marie-kondo-books-debate-has-c...>



1,448 People Reached **236** Engagements [Boost Post](#)

 Lisa Donahue, Sofia Lopes and 9 others 4 Comments

**Nancy Vanderburg** My books give me joy so I get to keep them...
Like · Reply · Message · 3w  3

**Jill Om** It's a genius system for decluttering, downsizing, minimizing. It helps you take stock of what you possess, stuff-wise. If your life is joyful without it, great! If you feel stuck, overwhelmed, fatigued, best give it a try. It's not about getting rid of things to get rid of things, it's about helping you rediscover the joy that overwhelming stuff is robbing you of. That's all.
Like · Reply · Message · 3w  4

**Robin Collins Edman** We do have libraries, after all. We don't need to have all the books in the house with us at all times.
Like · Reply · Message · 3w · Edited  5

**Melody Hanks Royse** Robin Collins Edman 🙌🙌🙌
Like · Reply · Message · 3w

 Write a reply... 

**Jean Zoss** After I lugged boxes and boxes of books through several moves, my hubs and I donated all of our books and have been ardent supporters of our library system since. We love the RCL system and have never looked back.
Like · Reply · Message · 3w  2

Mention

**Mary Jo McGuire**
January 18 at 11:49 AM · 🌐

[✓ Liked as Your Page](#)

I ❤️ our Ramsey County Library system!!

 LIBRARYJOURNAL.COM
The 2018 Stars | LJ Index 2018
The 11th annual Index spotlights the best of the best of America's public libraries on five key measures of service.

 Ramsey County Library, Do Good Roseville, Sherry Sanders and 4 others



Check-in

Roxanne Cruciani added 2 new photos — at Ramsey County Library.
January 23 at 8:35 PM · Roseville, MN · 🌐

Couldn't help but noticing how much Sylvia Plath and Mom look alike.
Stocking up on some reading material due to the gross weather forecast.



Ramsey County Library, Lori Baugh-Castellano, Carol Hill and 11 others · 1 Comment

Like Comment Share

Connie Gustafson Melby Wow they really do look alike
Like Reply 2w

Ramsey County Library
Published by Pa Na Lor [?] · January 30 at 10:00 AM · 🌐

Yes, it is!



3,041 People Reached **335** Engagements [Boost Post](#)

Margaret Meyer, Bill Odean and 127 others · 2 Comments 17 Shares

Anita Alexander I wish I had gotten a few before yesterday.
Like Reply Message 1w

Lynn Belgea I wish!
Like Reply Message 1w

Check-in

Eileen Bertie is at Ramsey County Library.
January 31 at 1:50 PM · Roseville, MN · 🌐



Anna Ramirez, Amy Vaccaro and 2 others

Recommendation

Trey Evitt recommends Ramsey County Library.
January 31 at 8:23 PM · 🌐

Congratulations on removing that Constitutional crybaby. He may have a Constitutional Right to record and people may have no legal expectation of privacy....and TO HELL WITH THAT. You have the right not to have Constitutional technicalities thrown in your face by some petulant little snot who thinks he doesn't have to explain himself.

Start a private conversation with Trey Evitt in Messenger. [Message](#)

Mention

John Hakes is with Paula Mielke.
February 1 at 6:12 PM · 🌐

We had so much fun pointing young readers to book learning so ably begun by their parents & teachers. Why in no time, no time at all, they could be over-readers!! 📖 Ramsey County Library Rocks Friends of the Ramsey County Libraries #KCARDParty



Ramsey County Library, Caitlin Carrill, Mary Haider Larson and 12 others · 1 Comment

Like Comment Share

Sue Hakes Such a great library! 📖 1
Like · Reply · 1w

Ramsey County Library shared an album: Friends Gala 2019 Photo Booth Pics. ···
Published by Pa Na Lor [?] · February 4 at 11:08 AM · 🌐

We had a great time at the Friends of the Ramsey County Libraries 2019 Gala. Thank you again for supporting your library!



Friends of the Ramsey County Libraries added 41 new photos to the album: Friends Gala 2019 Photo Booth Pics
February 3 at 3:56 PM

951 People Reached 247 Engagements Boost Unavailable

Glynis Hinschberger, Ann Trapnell and 6 others

Metropolitan Pediatric Dental Associates · Like as Your Page
February 4 at 12:28 PM · 🌐

February is Children's Dental Health Month! Dr. Grove kicked off this exciting month by doing a story time at the Shoreview Community Center Ramsey County Library!



Ramsey County Library, Filipe Polosky, Joel Richmond Stearns and 52 others · 1 Comment · 1 Share

Like Comment Share

Write a comment... 📖 📖 📖

Most Relevant

Christina De Leon From Michael Di Geroni: Definitely looks like you hold the little ones' attention! 📖
Like · Reply · 1w

Mention

Kiya Edwards
1 · 1w · 🌐

Libraries are not lame! 📖

KANL 11 #sunrises #library #branes #localbranes Hennepin County Library Ramsey County Library Saint Paul Public Library #millennials Arlington Hills Community Center St. Catherine University Bookstore MJC Bookstore Minneapolis College #MJC #createch #books #wearegonlineandwhenyougetalibraryyou...



KARE11.COM
Libraries are not lame: Millennial librarian explains career choice
What's the state of our local libraries, and what does it take to work for one?

Kil Ford, Maki de Bishiki and 17 others · 1 Comment · 8 Shares

Like Comment Share

Write a comment... 📖 📖 📖

Most Relevant

Lester Calhoun Libraries are filled with powerful knowledge more explosive than TNT! 📖
Like · Reply · 14h

Twitter:



T. G. Polachek
@TomsBrightIdeas

Following

last night I had to deliver a book back to @rclreads in Roseville after hours. It was so windy and cold that I will never do that again unless I'm in a warm car. I walked down from HarMar Mall and back to the A-Line and I could barely feel my legs.

8:08 PM - 9 Jan 2019

1 Like



Tweet your reply



T. G. Polachek @TomsBrightIdeas · Jan 9

The @TCFBank near the Target on County Rd B had it's US Flag holding on by one fastener. The lower one must have been banged against the flagpole and released it. When I walked passed it the American Flag was twisting in the blowing wind. It looked ripped too.

1 Like



Magical Girl Jessie
@onetime

Following

@rclreads if pages aren't turning in the cloud library app, should I contact the app developer for help?

4:28 PM - 10 Jan 2019

1 Like

4 Likes



Tweet your reply



RamseyCountyLibrary @rclreads · Jan 23

Replying to @onetime

The Cloud Library has been having issues with page turning. We hope that the error will clear up when the new version of their app comes out soon. One solution is to delete and reinstall the app. More questions, please email howard.w.morris@co.ramsey.mn.us.

1 Like



RamseyCountyLibrary @rclreads · Jan 11

What's the first book you remember buying with your own money?

#rclreads #librarylife



3 Likes



Wendy Friedmeyer
@wkfriedmeyer

Follow

Replying to @rclreads

Trixie Beldon, the gatehouse mystery

10:29 AM - 11 Jan 2019

1 Like



Alicia's Barefoot Books
@UooksWchAlcia

Follow

Replying to @rclreads

Oh, that's a tough one. I mostly borrowed books from the library. I think out was probably 'Angels and Demons' if I had to guess. Bad thing was it was randomly missing 30 pages in two spots!

10:55 AM - 11 Jan 2019

1 Like



cool hand luk
@guk77

Following

Replying to @rclreads

Do comic books count?

8:10 AM - 13 Jan 2019

1 Like

2 Likes



Tweet your reply



RamseyCountyLibrary @rclreads · Jan 14

Replying to @guk77

Yes!

1 Like



cool hand luk @guk77 · Jan 14

Replying to @guk77 @rclreads

I then possibly an Archie comic book

1 Like



Eric Kalenze
@erickalenze

Follow

Getting some writing done at [@rclreads](#) today, kids buzzing everywhere working on their [@MNHHistoryDay](#) projects. The BEST.

11:38 AM · 12 Jan 2019

4 Likes



Tweet your reply



MN History Day @MNHHistoryDay · Jan 12

Replying to @erickalenze @rclreads
They can be pretty good motivation... 🤔



Eric Kalenze @erickalenze · Jan 12

Great job, y'all. Thanks for everything.



Jess Kubis
@JessKubis

Follow

Replying to @deray

I did! I get books, movies, and dvds galore, and work there when I need quiet. I'm at my library once or twice per week. Shout out to [@rclreads](#)!

8:18 PM · 17 Jan 2019

1 Like



Roseville, MN Police @RosevilleMN_PD · Jan 18

Thanks to everyone who attended last night's discussion on Human Trafficking [@rclreads](#). Great questions from a great community.



Leon Lillie @leonlillie · Jan 19

[@LWVMinnesota](#) Meeting this am at Maplewood Library [@rclreads](#) -Great questions? -[@RepPeterFischer](#) [@ChuckWiger](#) and myself tried to give Great answers-Excited to see there new [@MaplewoodMN](#) Mayor [@MaryleeAbrams](#)



Bell Museum @BellMuseum · Jan 19

[@rclreads](#) supplied lots of good ideas for stellar summer reading lists at Space Fest today! 🚀📖







Ling Becker
@ling_becker

Follow

I LOVE @rclreads!! Thank you to all your staff!



RamseyCountyLibrary @rclreads

If you want to brave the cold, you can come in and warm up with a book here. All Ramsey County Library locations are open today.

#rclreads #librarylife

11:42 AM - 30 Jan 2019

2 Likes



2



Kristine Adams
@badgerkadams

Follow

@rclreads You probably already know this but rclreads.org and cloud library appear to be unavailable. Website doesn't load and no content appears in e-book catalog in 3M app.

8:26 PM - 30 Jan 2019



1



Tweet your reply



RamseyCountyLibrary @rclreads · Jan 31

Replying to @badgerkadams

Hi Kristine,

Thank you for letting us know. Digital Services have fixed the issue. If you have any more concerns, please let us know.



Trista Matascastillo
@TristaMatas

Following

Hats off to the Library! Thank you @RCLFriends and everyone for supporting Ramsey County Library.
@rclreads #librarylife #gala



8:16 AM - 3 Feb 2019 from St Paul, MN

4 Likes



1



4



Tweet your reply



RamseyCountyLibrary @rclreads · Feb 4

Replying to @TristaMatas @RCLFriends

Thank you for your support! It was so much fun.



MYRA @MNYouthRead · Feb 5

Love these pictures and hearing the stories of Minnesota kids reading all over the state! Keep them coming! Well see you on April 13 @rclreads in Roseville for the awards party! #2018MYRAs



Mariah Anderson @MissAndersonSLP

Another wonderful day in the library with Ms. Resch! So thankful for this quality time. We loved Alfie @teerahater! @MNYouthRead #librarian #SLPPantherProud



2




Google Reviews:

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

4.2 ★★★★★ 41 reviews



Prince Webber
Local Guide · 6 reviews · 15 photos


★★★★★

3 weeks ago

Lovely place wonderfully large DVD selection

↩ Reply



👍 Like



Judy Park
Local Guide · 134 reviews · 846 photos

★★★★★


4 weeks ago



Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

← All questions




Zahera Akordi

What the do you close

👍 Like

🚩



Ramsey County Library - Maplewood (Owner)
a week ago

Hi Zahara,

The following are the hours to the library in Mapewood:

Sunday 12 - 5 p.m.

Monday 10 a.m. - 9 p.m.

Tuesday 10 a.m. - 9 p.m.

Wednesday 10 a.m. - 9 p.m.


Thursday 10 a.m. - 9 p.m.

Friday 10 a.m. - 5 p.m.

Saturday 10 a.m. - 5 p.m.

Please let us know if you have any more questions.

👍 Like



Zinnia Yang
Local Guide · 14 reviews · 7 photos

a week ago

They're normally opened until 9 but I'm not sure with this weather tonight. Check their website?

👍 Like

🚩


Ramsey County Library - New Brighton

400 10th St NW, New Brighton, MN

4.7 ★★★★★ 17 reviews

Write a review

Sort by: Newest



Ayantu Gamtessa
Local Guide · 14 reviews · 19 photos

★★★★★

12 days ago

It's a small library but with the small traffic, I think it works. Great movie selection and a few days with extended hours

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

[Write a review](#)

4.6 ★★★★★ 42 reviews

Sort by: Newest



Ayantu Gamtessaa

Local Guide · 14 reviews · 19 photos

★★★★★ 2 days ago

Great facility with the amount of space, decor and study rooms. Plenty of options to chose how I want to study - fireplace, window ledge, desk, table.... You get it! :)

Reply 1

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

[Ask a question](#)

Hi!

Do you have the Jim French Productions Audio of Sherlock Holmes and Harry Nile? He passed and now I can't find them any where to listen to them.

Thank you,

Lynda Eytcheson



Like



Answer



Ramsey County Library - Shoreview (Owner)

a week ago

Hi Lynda,

We do not own these particular productions and they are rather rare. However, the following can be requested from one of our Minnesota libraries via Interlibrary Loan:

Sherlock Holmes radio mysteries

Jim French; John Gilbert; Lawrence Albert; Arthur Conan Doyle

Please call 651-724-6001 to request this item.



Like

Do you have free tickets for the children's museum?



Like



Answer



Ramsey County Library - Shoreview (Owner)

a month ago

Hi Candy,

You can reserve a free and/or discounted admission ticket to the Children's Museum by signing up with a valid library card from a metro library system: <https://smartpass.melsa.org/>.



Like

Ramsey County Library - White Bear Lake

2150 2nd St, White Bear Lake, MN

4.5 ★★★★★ 20 reviews



Hello Goodbye

1 review

★★★★★ a week ago

they didn't read to the dog.