

**Ramsey County Library
Board of Trustees Meeting
August 21, 2019
2180 Hamline Avenue North
Roseville, MN – 6:30 PM**

CONNECT community
INSPIRE curiosity
CULTIVATE learning

- I. Call to Order**
- II. Public Comment (6:30-6:35)**
- III. Approval of Agenda (6:35)**
- IV. Consent Agenda (6:35-6:40)**
 - A. Approval of June 19, 2019 Minutes (2)
 - B. Director's Report (3)
 - C. Friends of the Ramsey County Libraries Report (4)
- V. Action Items (6:40-7:00)**
 - A. Library Materials Contract (5)
 - B. SPNN Payment Approval (6)
- VI. Discussion Items (7:00-8:30)**
 - A. Community Resource Advocates Program Update (7)
 - B. 2020-2021 Budget Update (8)
 - C. 2019 Second Quarter Reports (9)
 - 1. Workplan Report (10)
 - 2. Financial Report (11)
 - 3. Statistical Report (12)
 - 4. Incident Report (13)
 - D. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

September 18, 2019 6:30 p.m.	RCL – New Brighton 400 – 10 th Street N.W.	Policy Updates Benchmarking Report Maplewood Café Update Write Off Uncollectible Debt Director's Performance Review Branch Update/Tour
October 16, 2019 6:30 p.m.	RCL – Maplewood 3025 Southlawn Drive	Communications Update Capital Planning Update 2020 Holiday Calendar Branch Update/Tour
November 12, 2019 6:30 p.m.	RCL – White Bear Lake 2150 – 2 nd Street	Teen Services Update Protested Materials Update Friends of the Library Update Digital Services/Tech Plan Update

Library Board

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

June 19, 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; Carol Jackson, Shoreview Library Manager & Adult Programming Coordinator; Therese Sonnek, White Bear Lake Library Manager

OTHERS PRESENT:

Victoria Reinhardt, Ramsey County Commissioner; Cyndi Cook, Ann Trapnell, Friends of the Ramsey County Libraries; Les Sipkema, Shoreview resident

CALL TO ORDER:

Ly-Xiong called the meeting to order at 6:35 p.m. in the Community Program Room of the Ramsey County Library in White Bear Lake, 2150 – 2nd Street.

PUBLIC COMMENT:

Sipkema commented on public comment at meetings, the driveway at RCL-Roseville, guest passes for Internet use, and the BiblioCommons contract.

APPROVAL OF AGENDA:

Boldenow proposed moving the Civic Engagement Programming Update forward on the agenda, to immediately follow the Consent Agenda. Klausing made a motion to approve the agenda for June 19, 2019, with the proposed revision. Neblett seconded the motion, which was approved unanimously.

APPROVAL OF MINUTES:

Klausing made a motion to approve the minutes of May 15, 2019 as presented, which was seconded by Willems. Neblett offered a friendly amendment, noting that she had convened the meeting rather than Ly-Xiong. Berry seconded the amended motion, which was approved unanimously.

DIRECTOR'S REPORT:

Important Dates: All libraries are closed July 4, 2019.

New Legal Resources — Ramsey County Law Library has allocated \$9,000 to purchase materials for Ramsey County Library that will help patrons address legal questions. With these funds, RCL has purchased a new database: Minnesota Legal Forms Library (Gale LegalForms). This database provides a wide selection of state-specific forms across the most popular legal areas including real estate contracts, wills, pre-marital agreements, bankruptcy, divorce, landlord/tenant forms, and more. Funding will also support the purchase of print materials, including guides addressing neighbor law, estate planning, housing questions, and other common legal issues.

This generous support is an extension of a long-standing partnership between RCL and the Ramsey County Law Library. Through this partnership, RCL has engaged the services of the Volunteer Lawyers Network to offer legal help programs, including criminal expungement clinics. We are grateful for Ramsey County Law Library's latest effort to enhance RCL's legal help offerings.

Ramsey County Library Cooling Center Plan — Staff in Ramsey County Emergency Management, St. Paul-Ramsey County Public Health, and Ramsey County Library have produced a plan to use libraries as evening cooling centers in a high heat index emergency. RCL-Roseville and RCL-Maplewood are preferred sites. If the high heat index will last later than 2:00 a.m., alternative overnight cooling shelters will be used. RCL-Roseville and RCL-Maplewood served as cooling centers in 2016. The new plan clarifies how we will continue to support this valuable public safety effort.

Best of Show Communications Award — The Minnesota Association of Government Communicators (MAGC) honored an RCL communications campaign with two Northern Lights Awards on May 22. The submission, *Meet Sting: The Greyhound*, won the Best of Show award, the event's highest honor! It also won the 1st place award in the Social Media Engagement category.

RCL's Paws to Read program went viral in 2018 thanks to a dog named Sting. When Sting had no readers on a winter night at RCL-White Bear Lake, his owner, John, posted about it on Facebook with photos of the long-faced dog. This post was shared several thousand times. Communications staff expanded the viral spread of this story – with more than 100,000 social media shares and coverage by the Today Show, KARE 11, KMSP, WCCO, the StarTribune, Pioneer Press, White Bear Press, the Daily Mail UK, and more. The Paws to Read animals were booked solid for months. Congratulations to everyone who supported this campaign, especially Kristi Saksvig, Pa Na Lor, and Ann Wahlstrom!

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Friends Welcome New Board President—The Friends are pleased to welcome Ann Trapnell as our new Board President. Ann is an experienced marketing professional with strong leadership, organizational and strategic thinking skills. Ann joined the Friends in 2013, first serving on the Development Committee. She has gifted the organization with her boundless energy and talents as the Chair of the Friends Gala Committee for the past 5 years. Her community work also includes the MN River Valleys Girl Scouts, Turtle Lake Elementary PTA, St. Christopher's Episcopal Church, and the IBM Leadership Council.

The Friends owe a deep debt of gratitude to Frank Harris for more than 7 years of service on the Board and 6 years of service as Board President. Frank brought more than 40 years of nonprofit leadership and legal expertise to the Friends and led the Board through steady organizational growth. He also shared both wit and charm as the emcee of numerous Friends events over the years. We are happy to report that while he is passing the leadership baton to Ann, he will remain on the Friends Board of Directors and will serve an additional year on the Executive Committee to support this transition.

Membership Drive Underway—The Friends are celebrating 40 years of library advocacy this year. Since 1979, our members have helped raise community awareness of vital library resources and provided more than \$3.5 million to enhance library materials and programs. To build on this legacy, we are launching a campaign to grow Friends membership to 1,000 households over the next three years. Seven new members just signed up at the RCL Summer Learning Program Kick-Off, bringing our total to 692!

Book It 5K Celebrates 10th Anniversary—Thank you to all the runners, walkers, strollers, volunteers, Library staff, and sponsors who came out on Saturday, May 18, to support the Summer Learning Program!

Upcoming Events

- Friends Board of Directors on July 22, 2019 at Roseville
- Pop Up Book Sale, September 24-28, 2019 at Shoreview
- Author Luncheon, November 9, 2019, at North Oaks Golf Club
- Friends 2020 Gala—*The Roaring 20's!* February 1, 2020 at Roseville

CIVIC ENGAGEMENT PROGRAMMING UPDATE:

Carol Jackson, Adult Programming Coordinator, presented an overview of civic engagement programming at Ramsey County Library, including past successes, current challenges, and future plans. Jackson will be honored at the upcoming American Library Association conference as a Mover and Shaker for her programming efforts.

Jackson noted that civic engagement programming began in a more focused way after the shooting of Philando Castile in nearby Falcon Heights. Ramsey County Library held a standing-room only program to discuss the book "A Good Time for the Truth," a collection of essays about race in Minnesota. Partnerships with several local organizations followed, including Do Good Roseville, YWCA, Better Angels, NAMI, and Green Card Voices. Several successful program series have been held, including the Ask series, the Social Justice Book Club, Civic Literacy 101, and the Becoming American series.

Future programs and series will include Why I Run: Women Finding Their Political Voice; a series on Elections, and programs on the upcoming census. The Library Board members and Commissioner Reinhardt thanked Jackson for her work, and suggested several topics and speakers for future programs.

BIBLIOCOMMONS CONTRACT APPROVAL:

Ramsey County Library seeks to sign a contract with BiblioCommons, to provide a replacement catalog search and discovery system. The Library Board authorized staff in December 2018 to negotiate the contract.

Ramsey County Library's 2016–2018 Technology Plan identified the need to replace Aquabrowser, the current discovery layer that has been in place since a 2009 collaborative purchase by MELSA. Discovery layers provide web-based access and integration of library resources including physical materials, patron accounts, programming, readers' advisory, eBooks and social media.

The BiblioCommons contract includes a suite of three products including BiblioCore (library catalog), BiblioWeb (integrated website management system) and BiblioEvents (integrated event management system). Funding for this purchase, along with initial annual maintenance costs, will be paid from MELSA phase monies available to Ramsey County Library. First year costs, including installation, configuration, maintenance and training, shall not exceed \$95,000. Subsequent years' maintenance costs are estimated at \$65,000 and subject to cost adjustments not to exceed 6%. The contract will allow up to four annual renewals.

This contract agreement has been coordinated by the Ramsey County Procurement Center of Excellence under a new model that integrates contract review and approval by Ramsey County Procurement, Risk Management, Information Services, the Library, and the County Attorney's Office. The contract review is nearing completion by all parties. With Library Board approval, the Director will sign a contract upon final approval by the Ramsey County Attorney's Office.

Klausing made a motion authorizing the Library Director to sign an agreement with BiblioCommons with first year costs not to exceed \$95,000. Authorization is subject to contract approval by the Ramsey County Attorney's Office. Hakes seconded the motion, which was approved by unanimous vote.

MSR FACILITIES MASTER PLAN:

In fall 2018, Ramsey County Library and Ramsey County Property Management commissioned MSR Design to produce a new Library Facility Master Plan. The project asked for:

- An evaluation of current conditions
- A furnishings refurbishment plan
- An analysis of service accessibility
- Recommendations supporting existing and emerging needs
- Capital priorities and budgets

County staff on the master planning team included: Amado Guevara, Ramsey County Property Management; and Library staff members Jill Boldenow, Lynn Wyman, Jeff Eide, Chuck Wettergren, and Bill Michel. Staff at all libraries contributed input to the project. Staff also helped design and implement public engagement, which included multilingual surveys, listening sessions, and interactive boards at libraries. This process engaged 2,600 public respondents.

In May 2019, Susan Morgan, Architect (AIA, LEED AP BD+C) at MSR Design, delivered the final master plan report. Boldenow presented key findings and recommendations for each branch for the next 10 years, and invited board discussion on the master plan.

Boldenow noted that three projects included in the Facilities Master Plan have been submitted as Capital Funding Requests via Ramsey County's CIPAC committee: the Maplewood remodel, creating a dedicated Makerspace in the atrium at Roseville, and reconfiguring of the staff workspace in Digital Services following alignment with Ramsey County Information Services.

WHITE BEAR LAKE BRANCH UPDATE:

Trends in the service area:

- New high-density housing and retail (HyVee) planning for the Hwy 61 and County Rd E area.
- Rush Line BRT (Purple Line) planning continues with many stops in White Bear Lake. Initial plans for a 3-story bus station across from the Library met with local resistance and changed to 7th St.
- White Bear Lake water levels have risen to 925.2 feet, slightly above the Ordinary High Water Level. It has recovered from a low of 918.84 feet in 2013.
- White Bear Lake was awarded 2019 "Best Minnesota Town" by Minnesota Monthly.
- School district 624 census shows a 73.5% white population, ACS shows WBL at 86.5% white.

Library issues and service trends:

- White Bear Lake has had more staff turnover this year, with a new Children's Librarian, and some new Pages. One Page has been promoted to a full-time Clerk position by combining two positions.
- The Library has continued complaints from staff and patrons about cold temperatures. HVAC analysis and adjustments are ongoing.
- White Bear Lake is once again a polling place, both for Early Voting and as a precinct.

Sonnek noted that the Park Rx kits piloted last year at White Bear Lake were quite successful, and the MN State Parks Department would like to expand them statewide if funding can be located.

NEXT MEETING:

July 17, 2019—Ramsey County Library in Shoreview, 4560 Victoria Street North, 6:30 p.m.

ADJOURNMENT:

Ly-Xiong adjourned the meeting at 8:20 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

DIRECTOR'S REPORT**August 2019**

June/July Staff Updates:	Hired:	McKenna Buckley, Student Worker at SV
	Hired:	Anna Kline, Student Worker at RV
	Hired:	Kao Nou Yang, Student Worker at MP
	Promoted:	Andrea Strobush, to Administrative Assistant, Admin Ofc
	Promoted:	Patong Lee, to Library Associate at SV
	Resigned:	Diane Edwards, Clerk Typist 3

Important Dates: All libraries are closed September 2, 2019.

Grant Awards — Nicole Brinkman, children's librarian at RCL-Roseville, received a \$10,000 grant from the Library Services and Technology Act (LSTA) Mini-Grant program to support new STEAM learning interactives in the RCL-Roseville children's garden. These amenities will be installed this fall, and will support programming in fall and the following spring. This is the second grant Nicole has secured this year; the other will enable staff to add new pollinator plants to the garden. Congratulations to Nicole! These funded projects will enhance the garden, expand opportunities for children and families to explore and learn in the garden, and increase engagement with area gardeners.

2018 Friends Grants Report — On July 22, I presented to the Board of the Friends of the Ramsey County Libraries on 2018 Friends grant outcomes. In 2018, in addition to capital campaign gifts and gala-supported collections funds of \$30,000, the Friends gave two program grants—totaling \$99,000—to the Library. These funds supported the following priorities from the Library's former strategic plan:

- **Literacy and Student Achievement**

Summer Learning Program (\$20,000); Children's Interactives (\$6,000); Children's & Teen Programs (\$9,000)

- **Economic Prosperity and Racial Equity**

Digital Literacy/CRA Programs (\$25,000); Community Well-Being Programs (\$5,000)

- **Community Engagement**

Explore Newsletter (\$6,000); Volunteer Program (\$5,000)

- **Vibrant Learning Spaces and Resources**

Children's Room Furnishings at North St. Paul (\$18,000); Employee Development (\$5,000)

Parking Lot Modifications at RCL-Roseville — In September, 2019, the parking lot at RCL-Roseville will be resurfaced. This will be done in stages to minimize disruptions for patrons. In addition, Ramsey County is working with Roseville City staff to modify the north entrance to the library parking lot to address concerns about traffic flow and safety. The current driveway into the north end of the library lot on Hamline Avenue will be closed. A new driveway will lead from the controlled intersection at Hamline Avenue and Commerce Drive into the north end of the library lot. This project will be constructed this fall or in spring, 2020.

New MELSA Director Scott Vrieze — The Metropolitan Library Service Agency (MELSA) welcomed Scott Vrieze as its new Executive Director on July 8, 2019. Vrieze was formerly President of the Wisconsin Library Association, where he worked with libraries of all types to make the case for support of libraries locally, regionally, and statewide. He has worked for several academic and public libraries as director and in other roles. Ken Behringer retired as MELSA Executive Director on July 12.

Friends Update--August 2019

Stand Up for Standout Library Friends!

Every Friends of the Library can boast a few stand out members—movers and shakers whose dedication and boundless energy help the organization overcome obstacles. In recognition of this fact, the Minnesota Association of Library Friends created the Stand Up for Standout Library Friends award. This year, the Friends of the Ramsey County Library nominated Metta Fridley, our first Board President.

In 1979, a small group of suburban Ramsey County residents concerned about potential cuts to county funding for the Ramsey County Library banded together to form the Friends. The group counted 51 inaugural members that year and elected Metta Fridley as their first president (1979-1981). Metta set out to have the newly organized Friends group convince Ramsey County Commissioners that recent cuts to the library budget should be restored. She wrote letters to the commissioners, met with them in person, and encouraged the Friends to organize breakfast meetings where they could talk to the commissioners and make the case for the importance of the library. In their very first year, the Friends were successful in the restoring \$70,000 to the library budget.

In addition to her advocacy efforts, Metta authored the Friends newsletter beginning with the 1979 August-September issue. Under her leadership, the Friends ran a contest inviting the community to submit ideas for the Friends first official logo. Metta also compiled the first archive scrapbook in 1979 to capture Friends activities and achievements. This tradition has continued to the present. Metta's support for the library via the Friends continued over the years—as a board officer, board member, event volunteer, scheduler for library computer class volunteers, and by making significant financial contributions.

Most recently, Metta was one of four speakers at the Friends 40th Anniversary celebration held at our 2019 Annual Meeting in April. She captivated the audience with her favorite memories of our group over the years, including those early and challenging visits with the commissioners.

Friends "POP-UP" Used Book Sale

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



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

MALF Workshop at White Bear Lake: *Storming the Forts: Library Services on the Move*

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

Registration Now Open for the 40th Annual Author Talk and Luncheon

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



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

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

Upcoming Events

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

Request for Library Board Action

<u>Meeting Date</u> August 21, 2019	<u>Action Requested</u> Approve Contract	<u>Presented By</u> Mary Larson, Financial Manager
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SUBJECT:
Library Materials Contract

BACKGROUND:
Ramsey County Library obtains the bulk of its library materials through a primary vendor, currently Ingram Library Services Inc. The term of Ingram’s current contract to deliver library materials expired on August 1, 2019, prompting a new solicitation process.

In accordance with Ramsey County solicitation policies, Library staff worked with a Ramsey County Procurement Specialist to prepare a request for bid for library materials vendors. The request for bids was released on July 10, 2019, with responses due on August 1, 2019. Bids were received from three vendors:

- 1. Baker & Taylor, LLC
- 2. Brodart Co.
- 3. Ingram Library Services Inc.

One of the vendors, Brodart Co., has been deemed non-responsive as they did not bid on all required items. The lowest responsive and responsible bidder was Baker & Taylor, LLC.

BOARD ACTION REQUESTED:
Approve the rate-setting contract for library materials with Baker & Taylor, LLC (contract ID: CC002988) and authorize Library Director Jill Boldenow to execute the agreement. Contract period to be August 22, 2019 through August 21, 2020, with an option to renew on an annual basis for up to four additional years.

Request for Library Board Action

Meeting Date
August 21, 2019

Action Requested
**Approve SPNN Payment for
 CTEP Program**

Presented By
**Jill Boldenow,
 Library Director**

SUBJECT:

SPNN Payment for 2019-2020 CTEP Program

BACKGROUND:

Since 2010, Ramsey County Library has entered into annual agreements with the St. Paul Neighborhood Network (SPNN) to serve as a host site for the Community Technology Empowerment Project (CTEP) AmeriCorps Program. The Library hosts CTEP AmeriCorps members who provide digital literacy and job search programming for teens and adults at libraries and in the community.

CTEP members serve full-time for a year beginning in September. They receive a stipend, a health care option, and an educational award upon completion of service.

The Library pays a stipend of \$9,200 per member. For the 2019-2020 program we will be awarded 3-5 CTEP member positions.

Depending upon the final number of positions awarded, the agreement will be to pay between \$27,600 and \$46,000. The Library Board must approve expenditures of \$25,000 or more. The agreement has been reviewed by the Ramsey County Attorney's Office.

The Library Director will sign the CTEP agreement with SPNN by September, when the program begins.

BOARD ACTION REQUESTED:

Approve the Library Director to sign the 2019-2020 Host Site Agreement with St. Paul Neighborhood Network and host up to five CTEP members at a cost not to exceed \$46,000.

Request for Library Board Action

Meeting Date
August 21, 2019

Action Requested
Information and Discussion

Presented By
Peter Hedberg,
Circulation Supervisor

SUBJECT:

Community Resource Advocates Program Update

BACKGROUND:

Peter Hedberg, Circulation Supervisor at RCL-Maplewood, has coordinated the Community Resource Advocates (CRA) program for a number of years. He will provide an overview of the development of the CRA program and give an update on current trends.

The Library offers CRA open house events weekly at RCL-Maplewood (Tuesdays 1:30-3:00 p.m.) and RCL-Roseville (Wednesdays, 1:30-3:00 p.m.). People Incorporated, our program co-sponsor, brings staff experts to the Library to help individuals and families with questions relating to housing, accessing benefits, food assistance, employment, teen services, early childhood, crisis intervention, and more. All are welcome at this program, and no appointments are necessary. This program has had a transformative impact on numerous Library patrons.

BOARD ACTION REQUESTED:

For information and discussion.

Request for Library Board Action

<u>Meeting Date</u> August 21, 2019	<u>Action Requested</u> Information and Discussion	<u>Presented By</u> Jill Boldenow, Library Director
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SUBJECT:
2020-2021 Budget

BACKGROUND:
County Manager Ryan O’Connor presented a proposed 2020-2021 budget on August 6, 2019, to the Ramsey County Board of Commissioners. Attached is the Library section of the proposed budget book.

The Library Director will review the Library initiatives that are supported in the proposed budget and outline next steps in the budget process. The County Board will certify the 2020 maximum property tax levy on September 17, 2019, and will adopt the 2020-2021 budget on December 17, 2019.

BOARD ACTION REQUESTED:
For information and discussion.

DEPARTMENT SUMMARY



Ramsey County Library
Jill Boldenow, Library Director

4560 N Victoria St, Shoreview, MN 55126
651-486-2200

DEPARTMENT OVERVIEW

County Vision: A vibrant community where all are valued and thrive.

County Mission: A county of excellence working with you to enhance our quality of life.

DEPARTMENT OVERVIEW

Ramsey County Library is a system of seven public libraries in suburban Ramsey County. One of these, the Ramsey County Library in Roseville, maintains the highest circulation of all public libraries in the state of Minnesota. The Library is also in the business of technology, offering public computers, Wi-Fi, makerspace labs, databases, and e-books. Each week, the Library offers an average of eighty free programs, ranging from storytimes for babies and children, to teen tech camps, and lectures and workshops for adults. A seven-member Board of Trustees appointed by the Ramsey County Board of Commissioners governs the Library. Operational funding comes primarily from a suburban-only property tax levy. The Library serves 1.5 million onsite visitors and 3.4 million web visitors annually (at www.rclreads.org).

With the support of County administration and service team colleagues, the Library has aligned resources in this budget process to support several strategic investment priorities. Notably, the Library's base plus budget supports a policy change to eliminate youth Library fines and waive existing youth account charges as of 2020. This investment will substantially advance racial equity and prosperity goals. The policy change is estimated to result in a \$159,000 annual decrease in revenue, which is offset by the Library's base plus budget.

The Library's base plus budget also supports a strategic investment in two new Library FTE. One position is an Account Clerk to support a growing workload and new procedures. The Library also received a transfer of one FTE from Workforce Solutions to support a new Digital Services Librarian. This strategic investment will help the library bridge the digital divide in access to technology and skills.

County administration supplemented the Library's base plus budget to fully support Phase II IT Consolidation. In 2020, the Library will begin participating in the countywide Hardware-Software Replacement program and the VoIP Program. Annual program costs of approximately \$200,000 have been added to the Library's base budget to support this.

To support the Library's strategic priority to maintain a strong collection, the Library will draw \$225,000 from a fund balance each year of this budget. Ramsey County Library staff are leaders in developing a diverse, relevant Library collection to serve our community, and support for this collection is essential.

The Library's strategic investment priorities for the 2020-2021 budget reflect a resident-first focus. The priorities have been developed through engagement with the Library Board, staff, community members, and County colleagues.

DEPARTMENT SUMMARY

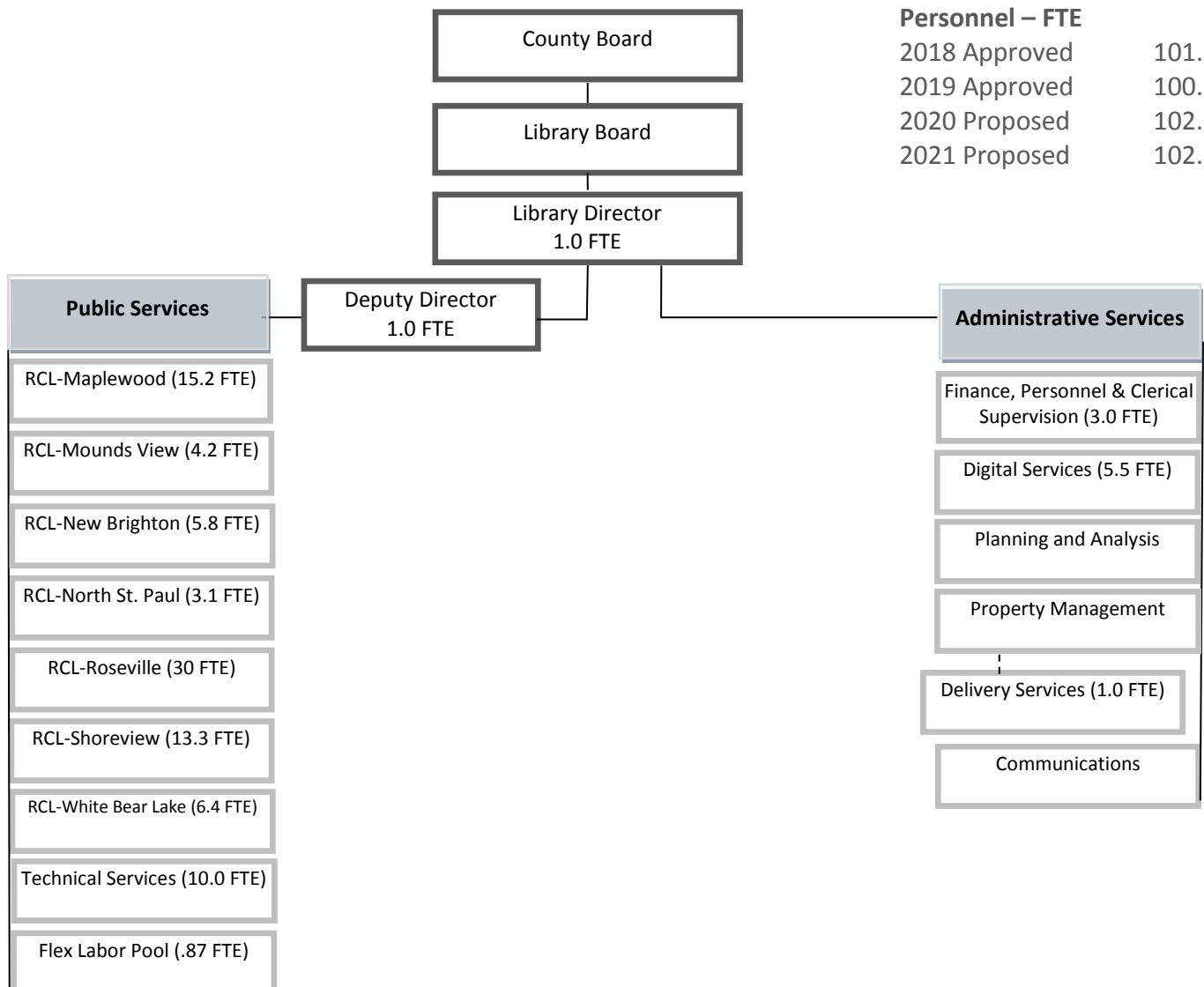


Ramsey County Library
Jill Boldenow, Library Director

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DEPARTMENT OVERVIEW

DEPARTMENT 2019 ORGANIZATIONAL CHART



DEPARTMENT SUMMARY

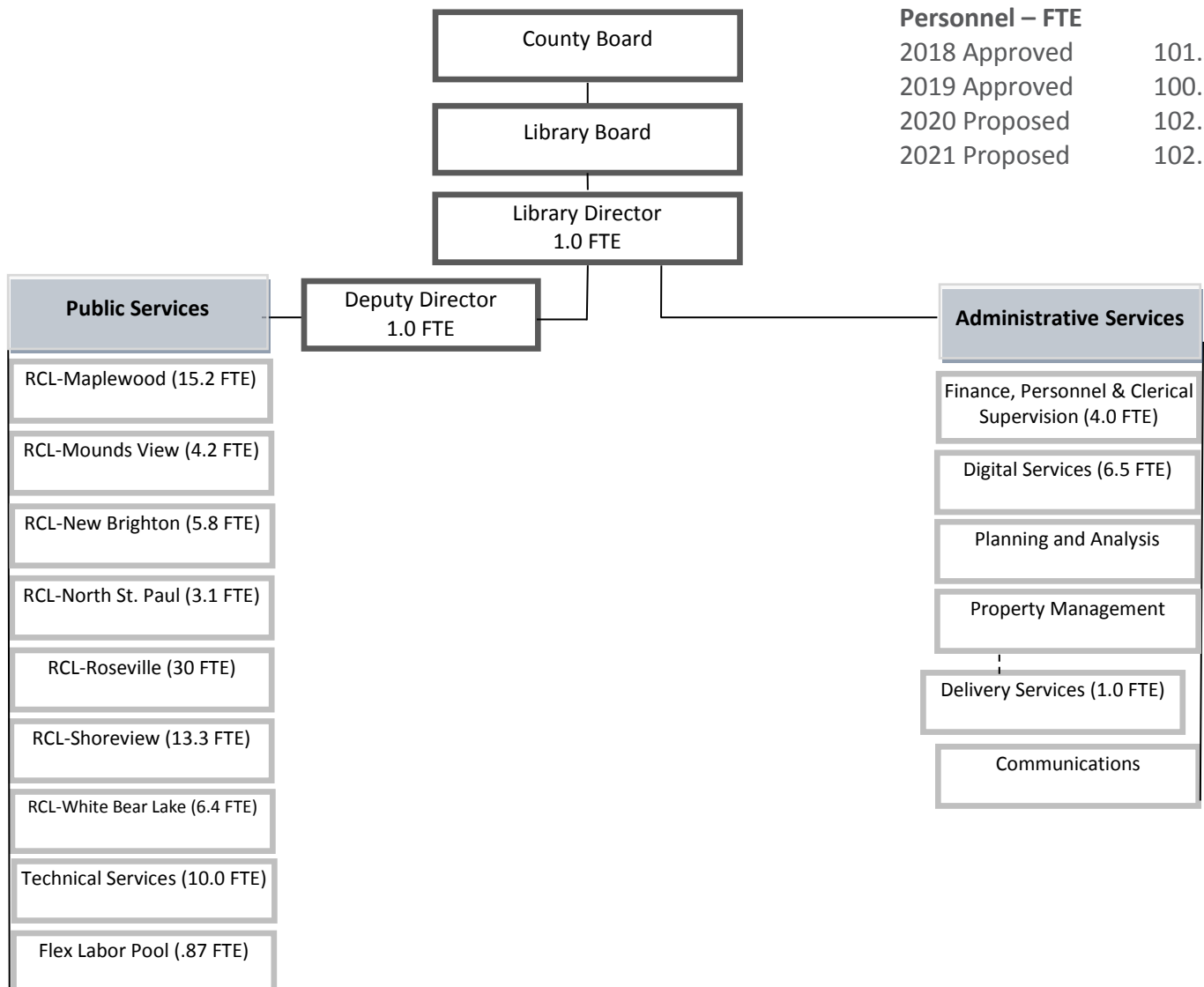


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Jill Boldenow, Library Director

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DEPARTMENT OVERVIEW

DEPARTMENT 2020 ORGANIZATIONAL CHART



DEPARTMENT SUMMARY



Ramsey County Library
Jill Boldenow, Library Director

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DEPARTMENT OVERVIEW

PROGRAMS AND SERVICES

Ramsey County Library provides free access to over 600,000 items including books, e-books, DVDs, CDs, magazines, newspapers, large print books, and audio books. The Library also offers a broad spectrum of online resources, including databases and online homework and job help. In addition to loaning materials, Ramsey County Library offers the following public services:

- Educational programs for children, teens, and adults.
- Assistance with resumes, job applications, and online government forms.
- One-on-one technology assistance with Library and patron-owned devices.
- Reference service to support research and information access.
- Internet computers with Microsoft Office 2016.
- Wireless internet access.
- Copy and fax machines and printers.
- Community, meeting, and study rooms.

SUMMARY OF COMMUNITY ENGAGEMENT ACTIVITIES

The Library incorporates community engagement in its governance structure, partnerships and programs, and daily public service inside and outside of libraries.

A citizen Board of Trustees, appointed by the Ramsey County Board of Commissioners, governs the Library. Trustees live in suburban Ramsey County. The Library Board is diverse in race, gender, age, and professional and personal experience. Trustees represent the community's voice and interests when approving Library policies, setting strategic and budget priorities, monitoring organizational performance, and promoting the Library to the broader community.

The Library engages nearly 2,000 community members in volunteer service. In 2018, Library and Friends volunteers provided 22,000 service hours.

Library staff foster partnerships annually with more than 100 nonprofits, schools, County departments, and other organizations. This helps the Library engage and learn from community and achieve collective impact. With partners, we offer Library account registration, financial and legal help, jobs and small business support, digital literacy training, social work referrals, English language learning, health and wellness information, racial equity dialogues, and more.

The Library engages community at multiple branches seven days a week and online 24/7. In 2018, the Library served 1.5 million onsite visitors, circulated 3.6 million items, and had 3.4 million web visits. The Library also served 130,000 program attendees, booked 5,000 reservations of meeting rooms, and offered 17,331 public service hours.

Librarians actively engage residents in the community. In 2018, librarians reached a record high of more than 14,000 outreach contacts. The increase was due to grant-funded expansion of the Popup Library. In 2018, the Popup Library brought collections, technology, and public service to 4,280 people on 28 dates at housing facilities, senior and community centers, a residential re-entry center, Ramsey County Parks and Recreation sites, and more. Recently, the Library restructured a position as an Outreach Librarian. This will not fully offset the expired Popup Library grant support, but this will help the Library to continue some level of community-based, accessible service delivery.

DEPARTMENT SUMMARY



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Jill Boldenow, Library Director

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651-486-2200

DEPARTMENT OVERVIEW

METHODS FOR ADVANCING RACIAL EQUITY IN THE BUDGETING PROCESS

The Library's Racial Equity Work Plan identifies objectives in Library policies, collections, programs, services, facilities, partnerships, and staff development. The Library aligns its budget to support these objectives.

In this budget cycle, the Library will advance a significant racial equity initiative: to eliminate late fines for children's and teen materials at Ramsey County Library as of 2020. Libraries recognize that fines have a disproportionate impact on people of color as well as people living in poverty. Youth are the most racially diverse demographic in Ramsey County, and 11% of the youth in suburban Ramsey County are living below poverty level. The Library seeks to remove the youth fines barrier, which may contribute to educational achievement gaps and other disparities.

Currently, there are 6,136 youth Library accounts with blocked privileges due to charges in excess of \$10 at Ramsey County Library. In addition to eliminating fines for youth materials in 2020, the Library proposes a one-time waive of existing youth charges to welcome back all patrons 18 and under. The Library's 2020-2021 budget includes a projected revenue reduction to support these initiatives.

The youth fines policy change aligns with the Library's role in supporting equitable childhood and youth development. In 2018, the Library offered free literacy programs serving 80,000 children and their families. This included storytimes, which support kindergarten readiness, for 29,000 attendees. Staff also launched *1,000 Books Before Kindergarten* with 800 preschoolers. The Library produced out of school programming serving 15,600 teens. The Library's ConnectEd project reduces disparities by connecting students to Library cards and resources.

Another key equity priority for the Library's 2020-2021 budget is sustaining a strong collections budget that will meet the needs of our racially diverse community. As in the last budget cycle, the Library will utilize \$225,000 each year from a fund balance to boost its collection budget in 2020-2021. Though we leverage some collections support from MELSA and Friends gifts, the County's support for Library collections is the primary, vital source of collections funding. In 2018, 22% of new collections purchases were by or about people of color. Last year, we expanded titles in several languages new to the system, and we will sustain this effort. Librarians present diverse books showcases twice a year for parents and educators to learn about new children's books that reflect our community.

The Library also prioritizes facilities funding to advance racial equity. We have requested Capital Improvement Program funds to support a much-needed renovation at Ramsey County Library in Maplewood. Maplewood has the highest percentage of people of color and the highest unemployment rate of suburban Ramsey County communities. This project will provide a more equitable and higher quality user experience in this service area.

The Library will increase its vacancy factor in order to add a librarian to support digital services, including digital literacy instruction for youth and adults. Digital literacy is core to success, but our community faces disparities in access to technology and skills. This investment will help the Library bridge the digital divide.

DEPARTMENT SUMMARY



Ramsey County Library
Jill Boldenow, Library Director

4560 N Victoria St, Shoreview, MN 55126
651-486-2200

DEPARTMENT OVERVIEW

CHALLENGES THAT MAY IMPACT DEPARTMENT PERFORMANCE

Staffing Levels – Ramsey County Library has expanded facilities, operations, and programs. Staff have developed new initiatives to support outreach, equity, and lifelong educational needs. While the Library's scope of work has expanded, the FTE level has not grown in parallel. Some key professional positions remain part time or unfilled. The additions in 2020-2021 of an account clerk and digital services librarian are welcome instances of staff growth that will advance strategic priorities. However, the organization remains lean, which impacts staff workloads and desired outcomes.

IT Consolidation – The Library is working with Information Services (IS) to transition infrastructure and desktop support functions to IS. Library staff are managing work gaps that may impact performance until the process is complete and normalized.

OPPORTUNITIES THAT MAY IMPACT DEPARTMENT PERFORMANCE

County Partnerships – The Library has a strong history of engaging partnerships with County colleagues. In 2020-2021, the Library has new opportunities, particularly with the arrival of new directors to Workforce Solutions and Community and Economic Development. The Library has begun to engage colleagues across the County to respond to the needs of patrons experiencing homelessness, and we hope to expand on this opportunity. The Library initiated a new partnership with Public Health nurses, who will help promote *1,000 Books Before Kindergarten* at home Well Baby Visits. We hope this partnership will drive increased participation in this program, which supports early literacy. The Library will acquire new legal material for its collection in partnership with Ramsey County Law Library. This is an expansion of an existing partnership that supports free legal assistance programming at libraries and staff training.

Capital and Virtual Improvements – Ramsey County made transformative investments in the Library following its 2008-2018 Library Facilities Master Plan. New and renovated facilities feature expanded square footage and operating hours, as well as new user amenities and welcoming design. In 2020-2021, the Library proposes to renovate the Ramsey County Library in Maplewood to meet the excellent system standards for user experience, amenities, and condition. The Library will also begin prioritizing recommendations from a new Library Facilities Master Plan aligned with the County's Accessible Service Delivery and Facilities plan.

In 2020, the Library will launch a new online catalog and web interface that will radically improve the online experience and reflect popular online retail experiences. This will help patrons to discover and use collections, events, reference or homework assistance, user recommendations, and more.

DEPARTMENT SUMMARY



Ramsey County Library
Jill Boldenow, Library Director

4560 N Victoria St, Shoreview, MN 55126
651-486-2200

DEPARTMENT OVERVIEW

PERFORMANCE MEASURES – ANALYSIS HIGHLIGHTS

- A. This data shows the number of times users have logged into the Library's network. Demand for internet, work space, and power outlets is growing. Wireless usage has grown 148% over the last five years. The top three reasons people use the Library's network and computers are: health and wellness (30% of users), job-seeking (27% of users), and education (21% of users). Continued growth in public internet use is projected. This function is just one of the technology-rich business lines that the Library supports.
- B. Librarians reach thousands through external outreach, including visits to schools and the delivery of Popup Library services to underserved communities. We increased outreach contacts in 2017 and 2018 due to Popup Library grant funding. Totals were 10,128 in 2016; 11,853 in 2017, and 14,419 in 2018. Without additional permanent staff, we estimate a decrease beginning in 2019. By 2040, we hope to have additional staff to raise this measure.
- C. The Library's digital literacy programming addresses both economic and racial disparities. The Library has built a strong portfolio of technology courses and tools to support essential digital skills. More recently, we have expanded to meet the needs for training and access to 3D printers, design software, makerspace programs, and other more sophisticated technology. Programs expanded in 2018-2019 with grant funding, raising attendance from 2,438 in 2017 to 3,611 in 2018. With a new digital services librarian in 2020, we will build higher attendance. We anticipate an expanded need in 2040 for technology access and instruction. With additional staff, the Library will raise this measure in 2040.

			2017	2018	2019	2020	2021	2040
Objective	Strategy	Measure	Actual	Actual	Estimate	Estimate	Estimate	Target
Increase access to educational and employment resources in the Library and online	Maintain public internet access	Public Internet Usage	884,809	887,537	920,000	940,000	940,000	1,000,000
Increase access to educational and employment resources in the Library and online	Increase outreach to residents	Outreach contacts reached	11,853	14,419	11,900	11,900	11,900	25,000
Increase residents' workforce skills through classes and online resources	Offer free digital literacy instruction and equipment	Digital Literacy Program Attendance	2,438	3,611	3,600	4,000	4,000	5,000

Department Summary



REVENUE / ESTIMATED REVENUE & EXPENDITURE / APPROPRIATION BY CATEGORY

Ramsey County Library

	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
Revenue / Estimated Revenue				
Charges for Services / Fines	376,095	500,000	240,000	240,000
Intergovernmental Revenue				
Federal	33,948	-	-	-
State	28,109	21,652	-	-
Local / Other	240,112	200,000	200,000	200,000
Total Intergovernmental Revenue	302,169	221,652	200,000	200,000
Use of Money, Property & Sales	233,156	187,500	230,400	232,300
Other Revenue & Taxes	109,015	-	-	-
Property Tax Levy	11,168,622	11,518,390	12,039,741	12,160,473
Use of Fund Balance	225,000	225,000	225,000	225,000
Total Revenue / Estimated Revenue	12,414,057	12,652,542	12,935,141	13,057,773

	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
Expenditure / Appropriation				
Personnel Services	7,752,711	8,463,006	8,275,262	8,338,534
Professional Services	2,903,708	2,848,536	3,267,029	3,303,039
Client Services	-	-	-	-
Supplies	178,609	156,000	180,000	180,000
Capital Outlay	1,579,029	1,185,000	1,212,850	1,236,200
Contingent	-	-	-	-
Intergovernmental Payments	-	-	-	-
Transfers	-	-	-	-
Total Expenditure / Appropriation	12,414,057	12,652,542	12,935,141	13,057,773



Department Summary

BUDGET SUMMARY

Ramsey County Library

	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
Expenditure / Appropriation - Operating Budget	12,344,875	12,652,542	12,935,141	13,057,773
Expenditure / Appropriation - Grants / Projects	69,182	-	-	-
Revenue / Est. Revenue - Operating Budget	940,009	909,152	670,400	672,300
Revenue / Est. Revenue - Grants / Projects	80,426	-	-	-
Use of Fund Balance	225,000	225,000	225,000	225,000
County Tax Levy	11,168,622	11,518,390	12,039,741	12,160,473
Inc/(Dec) from Previous Year			521,351	120,732
% Inc/(Dec) from Previous Year			4.5%	1.0%
Inc/(Dec) for 2 Years				642,083
% Inc/(Dec) for 2 Years				5.6%

Department Summary



**RAMSEY
COUNTY**

EXPENDITURE/APPROPRIATION SUMMARY BY DIVISION

Ramsey County Library

Division	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
<u>Operating Budget</u>				
Libraries Oper & Facilities	5,622,354	5,519,684	5,591,846	5,641,536
Library - Automation Services	434,093	484,480	548,798	554,266
Library - Technical Services	615,782	758,067	637,651	644,049
New Brighton Library	385,344	390,102	461,757	466,272
Maplewood Library	1,065,153	1,150,829	1,158,549	1,170,033
Mounds View Library	306,546	267,249	328,397	331,709
North St Paul Library	218,863	189,680	235,159	237,506
Roseville Library	2,307,615	2,408,794	2,502,256	2,527,153
Shoreview Library	922,886	993,623	952,724	962,123
White Bear Lake Library	466,239	490,034	518,004	523,126
Total Operating Budget	12,344,875	12,652,542	12,935,141	13,057,773
Inc/(Dec) from Previous Year			282,599	122,632
% Inc/(Dec) from Previous Year			2.2%	0.9%

	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
<u>Grants / Projects</u>				
Pop Up Library Services (G209003)	20,890	-	-	-
Digital Storytelling (G209004)	9,255	-	-	-
Metro Library Service Agency Grant (G401001)	32,580	-	-	-
LIB MI MnLink Gateway Server (P070024)	6,457	-	-	-
Total Grants / Projects	69,182	-	-	-
Total Expenditure / Appropriation	12,414,057	12,652,542	12,935,141	13,057,773
Inc/(Dec) from Previous Year			282,599	122,632
% Inc/(Dec) from Previous Year			2.2%	0.9%
Inc/(Dec) for 2 Years				405,231
% Inc/(Dec) for 2 Years				3.2%

Department Summary

REVENUE / ESTIMATED REVENUE SUMMARY BY DIVISION

Ramsey County Library

Division	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
Libraries Oper & Facilities	940,009	909,152	670,400	672,300
Total Operating Budget	940,009	909,152	670,400	672,300

Inc/(Dec) from Previous Year			(238,752)	1,900
% Inc/(Dec) from Previous Year			(26.3)%	0.3%

	FY18 Actual	FY19 Budget	FY20 Proposed	FY21 Proposed
<u>Grants / Projects</u>				
Pop Up Library Services (G209003)	33,969	-	-	-
Metro Library Service Agency Grant (G401001)	40,000	-	-	-
LIB MI MnLink Gateway Server (P070024)	6,457	-	-	-
Total Grants / Projects	80,426	-	-	-

Total Revenue / Estimated Revenue	1,020,435	909,152	670,400	672,300
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Inc/(Dec) from Previous Year			(238,752)	1,900
% Inc/(Dec) from Previous Year			(26.3)%	0.3%

Inc/(Dec) for 2 Years				(236,852)
% Inc/(Dec) for 2 Years				(26.1)%

Department Summary

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PERSONNEL SUMMARY BY DIVISION

Library

	FY18 Approved	FY19 Approved	FY20 Proposed	FY21 Proposed
<u>Operating Budget</u>				
Libraries Oper & Facilities	7.10	7.10	6.82	6.82
Library - Automation Services	4.50	4.50	6.00	6.00
Library - Technical Services	10.06	9.06	8.87	8.87
New Brighton Library	5.38	5.38	5.84	5.84
Maplewood Library	15.98	15.98	15.29	15.29
Mounds View Library	4.12	4.12	4.22	4.22
North St Paul Library	2.80	2.80	3.16	3.16
Roseville Library	30.52	30.52	30.45	30.45
Shoreview Library	14.51	14.51	13.12	13.12
White Bear Lake Library	6.40	6.40	6.60	6.60
Total Operating Budget	101.37	100.37	100.37	100.37
	FY18 Approved	FY19 Approved	FY20 Proposed	FY21 Proposed
Grants / Projects				
Total Existing Permanent FTE	101.37	100.37	100.37	100.37

	FY20 Proposed	FY21 Proposed
<u>FTE Changes</u>		
Account Clerk 2	1.00	1.00
Librarian 2	1.00	1.00
Total FTE Changes	2.00	2.00
Total FTE	102.37	102.37
Inc/(Dec) From Previous Year	2.00	-
Inc/(Dec) for 2 Years		2.00

Department Summary



PROGRAM / SERVICE ALLOCATION (2020 PROPOSED)

LIBRARY

Program / Service	Mand./ Discr.	2020 Proposed			
		FTEs	Budget	Financing	Levy
Maplewood Library	M/D	15.29	1,665,611	115,297	1,550,314
Mounds View Library	M/D	4.22	459,704	31,822	427,882
New Brighton Library	M/D	5.84	636,178	44,038	592,140
North St. Paul Library	M/D	3.16	344,233	23,829	320,404
Roseville Library	M/D	30.45	3,317,060	229,614	3,087,446
Shoreview Library	M/D	13.12	1,429,222	98,934	1,330,288
White Bear Lake Library	M/D	6.60	718,968	49,769	669,199
Administration	D	7.82	851,869	58,968	792,901
Automation Services	D	7.00	762,542	52,785	709,757
Technical Services	D	8.87	966,250	66,886	899,364
Property Management	D	-	1,585,954	109,783	1,476,171
Communications	D	-	197,550	13,675	183,875
		102.37	12,935,141	895,400	12,039,741

SUMMARY

		Levy %	FTEs	Budget	Financing	Levy
Total Mandated	M	0.00%	-	-	-	-
Total Mandated/Discretionary	M/D	76.86%	78.68	8,570,976	593,303	7,977,673
Total Discretionary/Mandated	D/M	0.00%	-	-	-	-
Total Discretionary	D	23.14%	23.69	4,364,165	302,097	4,062,068
			102.37	12,935,141	895,400	12,039,741
2019 Budget			100.37	12,652,542	1,134,152	11,518,390
Inc/(Dec.) from 2019 Budget			2.00	282,599	(238,752)	521,351
% Inc/-Dec. from 2019 Budget				2.2%	(21.1)%	4.5%

KEY: M = Program and Service Level is Mandated; M/D = Program is Mandated, Service Level is Discretionary;
D/M = Program is Discretionary, Service Level is Mandated; D = Program and Service Level is Discretionary

Department Summary



PROGRAM / SERVICE ALLOCATION (2021 PROPOSED)

LIBRARY

Program / Service	Mand./ Discr.	2021 Proposed			
		FTEs	Budget	Financing	Levy
Maplewood Library	M/D	15.29	1,683,635	115,696	1,567,939
Mounds View Library	M/D	4.22	464,679	31,932	432,747
New Brighton Library	M/D	5.84	643,063	44,190	598,873
North St. Paul Library	M/D	3.16	347,959	23,911	324,048
Roseville Library	M/D	30.45	3,352,955	230,406	3,122,549
Shoreview Library	M/D	13.12	1,444,689	99,276	1,345,413
White Bear Lake Library	M/D	6.60	726,749	49,941	676,808
Administration	D	7.82	861,087	59,172	801,915
Automation Services	D	7.00	770,794	52,967	717,827
Technical Services	D	8.87	976,707	67,117	909,590
Property Management	D	-	1,585,954	108,983	1,476,971
Communications	D	-	199,502	13,709	185,793
		102.37	13,057,773	897,300	12,160,473

SUMMARY

		Levy %	FTEs	Budget	Financing	Levy
Total Mandated	M	0.00%	-	-	-	-
Total Mandated/Discretionary	M/D	76.86%	78.68	8,663,729	595,352	8,068,377
Total Discretionary/Mandated	D/M	0.00%	-	-	-	-
Total Discretionary	D	23.14%	23.69	4,394,044	301,948	4,092,096
			102.37	13,057,773	897,300	12,160,473
2020 Proposed Budget			102.37	12,935,141	895,400	12,039,741
Inc/(Dec.) from 2020 Proposed Budget			-	122,632	1,900	120,732
% Inc/-Dec. from 2020 Proposed Budget				0.9%	0.2%	1.0%

KEY: M = Program and Service Level is Mandated; M/D = Program is Mandated, Service Level is Discretionary;
D/M = Program is Discretionary, Service Level is Mandated; D = Program and Service Level is Discretionary

Request for Library Board Action

<u>Meeting Date</u> August 21, 2019	<u>Action Requested</u> Information and Discussion	<u>Presented By</u> Jill Boldenow, Library Director
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SUBJECT:
2019 Second 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 Mickey Ladich, Property Manager

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 software Continue/expand computer grant giveaway to digital literacy classes 	Quarter 1 <ul style="list-style-type: none"> Researched scan/fax and self-check alternatives Received code to test automated guest passes Installed Corel VideoStudio and PaintShop Pro on laptop labs Launched digital storytelling programs and equipment, including Corel software, iOgrapher filmmaking kits, and scanning/digitizing equipment Quarter 2 <ul style="list-style-type: none"> Upgraded Cybrarian to support Windows 10, improve print displays, and enable automated guest passes Upgraded public PC application to provide Windows 10 support for digital labs and public computing Purchased Corel Draw Technical for laptop labs Ordered charging cables for use by patrons Provided 6 digital literacy classes to ex-offenders at Volunteers of America Re-entry Center in Roseville; gave 10 participants free laptop computers provided by Minnesota Computers for Schools
Improve customer service (LW) <ul style="list-style-type: none"> Promote account registration internally and externally (KS & others) 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) Record and distribute more videos of programs (CJ) Offer gender-neutral (single-stall) restroom signage (CS) 	Quarter 1 <ul style="list-style-type: none"> Maintained Library accounts for 77.5% of suburban Ramsey County households (up 2.5% from 2018); with 186,977 suburban Ramsey County accounts and 124,088 other accounts Circulated an average of 8,654 items per FTE staff Provided 77 hours of racial equity and inclusion training to staff through 25 activities Promoted World Language Collections in <i>Explore</i>, with a webpage banner, and via social media Reviewed restroom locations and signage options

Ramsey County Library | 2019 Work Plan

	<p>Quarter 2</p> <ul style="list-style-type: none"> ○ Maintained Library accounts for 78.1% of suburban Ramsey County households (up 3.1% from 2018); with 188,446 suburban Ramsey County accounts and 125,253 other accounts ○ Circulated an average of 8,552 items per FTE staff ○ Provided 137 hours of racial equity and inclusion training to staff through 19 activities ○ Recorded 21 library programs in Q1 and Q2 for hosting on the library website ○ Developed framework for streamlining MELSA library card registration
<p>Enhance service to seniors (LW / Engagement Team)</p> <ul style="list-style-type: none"> • Promote digital literacy at senior residences • Investigate opportunities to get materials to seniors 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Visited 7 senior residences, providing library cards and instruction in the use of cloudLibrary e-books, e-magazines, and downloadable audio books <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Made 14 visits to senior residences and senior centers, providing library cards and tech help to 173 seniors ○ Provided 7 library tours to senior groups, reaching a total of 49 seniors
<p>Develop 2020-2021 budget request with supporting initiatives (JB)</p> <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 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Proposed these strategic investments to Library Board and County budget team

Ramsey County Library | 2019 Work Plan

Priority 2. Foster literacy and lifelong learning.

Initiatives	Results and measures
<p>Engage families and children through programming and outreach (LW)</p> <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 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Provided 676 children's programs with 28,656 participants ○ Provided 199 Family storytimes with 10,265 participants ○ Provided 149 Baby storytimes with 3,184 participants ○ Promoted 1,000 Books Before Kindergarten; 94 preschoolers completed 100 books, 62 completed 250 books, 46 completed 500 books, 21 completed 750, and 8 completed 1,000 books ○ Hosted author Vanessa Brantley Newton for the Kindergarten Card party with 1,233 attendees; added 1,511 new library cards as part of this initiative ○ Added a regular Saturday morning storytime at RV with the hiring of a third RV children's librarian ○ Provided 105 STEAM programs for 2,197 students <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Provided 448 children's programs with 20,998 participants ○ Provided 104 Family storytimes with 6,000 participants ○ Provided 83 Baby storytimes with 2,264 participants ○ Enrolled 605 new preschoolers in 1,000 Books Before Kindergarten; 292 children reached 100 books, 30 reached 250 books, 69 reached 500 books, 8 reached 750 books, and 22 reached 1,000 books ○ Provided 48 STEAM programs for 823 students ○ Made 53 school visits to 2,847 students to promote the Summer Learning Program ○ Registered 2,663 children, to date, in the Summer Learning Program

Ramsey County Library | 2019 Work Plan

<p>Engage teens through vibrant programming/strategic partnerships (LW)</p> <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) 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Facilitated 164 programs serving 1,081 teens ○ Planned and facilitated 47 makerspace sessions at MP, RV, and SV for 213 teens ○ Assisted 146 students from 24 schools on their research projects at the History Day Hullabaloo, in partnership with the MN Historical Society ○ Partnered with Urban 4-H for weekly programming at MP, with 13 programs serving a total of 75 youth ○ Provided tech camps for 34 youth at MP, RV, and SV ○ Averaged approximately 100 online Homework Help uses per month <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Facilitated 233 programs serving 5,495 teens, with an additional 10,000 children, teens, and adults at Twin Cities Pride ○ Held 51 makerspace sessions at MP, RV, SV, and WB for 339 teens ○ Partnered with Urban 4-H for weekly programming at MP and monthly STEM classes at MP, SV, and RV with programs serving a total of 110 youth ○ Provided a four-day tech camp for 18 youth at MP and a week-long camp, Girls in Focus, in partnership with Roseville CTV at RV ○ Hosted a Roseville school district art show at RV, featuring the work of student artists from across the school district ○ Visited 2,905 students at Mounds View, Roseville, White Bear Lake, and Maplewood schools with book recommendations and information on the Teen Summer Break Reading Program ○ Started the Teen Summer Break Reading Program with an after-hours RV event with over 200 teens ○ Averaged approximately 60 online Homework Help uses per month
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Ramsey County Library | 2019 Work Plan

<p>Offer robust digital literacy programs (CW)</p> <ul style="list-style-type: none"> • Maintain digital literacy labs and classes (stats to JE) • Deliver LSTA-funded Maker programs (stats to JE) • Refine branding of all maker programs • Improve staff and public awareness of digital literacy resources 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Offered 162 digital literacy labs and classes with 648 participants ○ Offered 26 adult makerspace programs with 579 participants ○ Launched LSTA-funded programs: Making a Short Video Memoir & Filmmaking with a Tablet <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Offered 141 digital literacy labs and classes with 702 participants (including 12 classes for 40 new immigrants at the Adult Learning Center in Roseville) ○ Offered 41 adult makerspace programs with 710 participants ○ Developed MAKER branding plan ○ Offered LSTA-funded programs: Animating Photographs & Filmmaking with a Tablet ○ Introduced new digital literacy classes including: Exploring Virtual Reality, Spotting Fake News, and Social Media ○ Launched RCL Staff Academy (Niche Academy software) for staff--with staff-created video tutorials about LibCal, Beanstack, and cloudLibrary ○ Provided equipment workshops and showcases for staff ○ Developed internal online equipment catalog
<p>Offer additional adult programs supporting education and enrichment (JE/CJ)</p> <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 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Offered 239 adult programs with 6,010 participants ○ Offered 21 jobs/small business programs with 307 participants ○ Offered 21 history programs with 1,630 participants ○ Offered additional inclusive, enriching programs on human trafficking, foster care and adoption, civic literacy; “Becoming American” films and discussions; Duchess Harris programs on race, class, and gender; Hard Truths Book Club; and conversation circles

Ramsey County Library | 2019 Work Plan

	Quarter 2 <ul style="list-style-type: none"> Offered 425 adult programs with 10,179 participants Offered 26 jobs/small business programs with 345 participants Offered 31 history programs with 2,781 participants Offered additional inclusive, enriching programs on economics; Minnesota and global history; local poets; civic literacy; “Becoming American” films and discussions; Hard Truths Book Club; and conversation circles
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 	Quarter 1 <ul style="list-style-type: none"> Presented RV Makerspace proposal to CIP committee Proposed digital literacy FTE to Library Board and County budget team

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 	Quarter 1 <ul style="list-style-type: none"> Welcomed 337,390 visitors into library facilities Facilitated 983 room bookings for groups Circulated 868,596 library materials Removed Roseville atrium shelves to facilitate Makerspace and large scale events Continued Roseville furniture reupholstering project Quarter 2 <ul style="list-style-type: none"> Welcomed 356,841 visitors into library facilities Facilitated 972 room bookings for groups Circulated 858,360 library materials Solicited bids for lighting control issues Reupholstered couches in RV teen room

Ramsey County Library | 2019 Work Plan

	<ul style="list-style-type: none"> Offered food trucks at SRP kickoff and MP outdoor music series
Advance facilities and services planning (JB) <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) 	Quarter 1 <ul style="list-style-type: none"> Contributed to County study and conceptual recommendations for Accessible Services Delivery Proposed County service space within MP remodel Quarter 2 <ul style="list-style-type: none"> Joined the Ramsey County Residents First Facilities Advisory Working Group Completed the Library Facilities Master Plan
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 	Quarter 1 <ul style="list-style-type: none"> Totaled 56,316 public computer logins Totaled 947,936 Web visits Totaled 154,254 Wifi users Expanded staff training and promotion of Beanstack Quarter 2 <ul style="list-style-type: none"> Totaled 61,760 public computer logins Totaled 907,805 Web visits Totaled 156,436 Wifi users Presented cloudLibrary video on Niche Academy
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 	Quarter 1 <ul style="list-style-type: none"> Reached 1,740 individuals at 56 outreach events Brought Popup Library to 4 sites and interacted with 173 people Filled new Outreach Librarian position Booked 56 upcoming Popup Library event dates Connected Popup Library with new partners, including Southeast Asian New Year Celebration, Project Family Connect and Dept. of Corrections Transition Fair Quarter 2 <ul style="list-style-type: none"> Reached 10,333 individuals at 153 outreach events Brought Popup Library to 33 sites and interacted with 4,028 people Booked 65 Popup sites for Q3-Q4

Ramsey County Library | 2019 Work Plan

	<ul style="list-style-type: none"> Developed new outreach partnerships with senior facilities, Lake Owasso Residence, Assistive Technology Fair, and bars
Develop 2020-2021 budget request with supporting initiatives (JB) <ul style="list-style-type: none"> Propose CIP funding for MP remodel 	Quarter 1 <ul style="list-style-type: none"> Presented MP remodel proposal to CIP committee

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 	Quarter 1 <ul style="list-style-type: none"> Offered 321 Life Skills programs to 3,550 attendees Connected 133 citizens to MNSure enrollment Provided Community Resource Advocate services to 92 individuals Quarter 2 <ul style="list-style-type: none"> Offered 283 Life Skills programs to 2,479 attendees Connected 138 citizens to MNSure enrollment Provided Community Resource Advocate services to 124 individuals
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 	Quarter 1 <ul style="list-style-type: none"> Proposed cross-county initiatives in budget process Quarter 2 <ul style="list-style-type: none"> Deepened collaborations with County Elections, Public Health, Adult Mental Health Crisis Team, Financial Assistance, and Workforce Solutions
Leverage CTEP AmeriCorps program (CW/JL) <ul style="list-style-type: none"> Sustain North Star Digital Literacy assessments/certifications and job search help Request 5 CTEP members to strengthen service to adults 	Quarter 1 <ul style="list-style-type: none"> Requested 5 CTEP members; approved for 3 currently Supported 26 patrons to achieve North Star Digital Literacy Certification Reported 15 jobs obtained by patrons working with CTEP AmeriCorps members

Ramsey County Library | 2019 Work Plan

	<p>Quarter 2</p> <ul style="list-style-type: none"> ○ Supported 51 patrons to achieve North Star Digital Literacy Certification ○ Reported 21 jobs obtained by patrons working with CTEP AmeriCorps members
<p>Support healthy children and youth (LW)</p> <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 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Served after school snacks at MP through Youthprise ○ Hosted a Teen Job Fair, partnering with RC Workforce Solutions, Goodwill, and AmeriCorps CTEPs ○ Presented the 1,000 Books Before Kindergarten initiative to RC Public Health nurses in January <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Served afterschool snack through Youthprise at MP during April and May, and lunch and afternoon snack in June; provided an afternoon lunch at RV in June via the St. Paul Public Schools' food truck; fed lunches and snacks to 1,205 youth and their parents in June ○ Hired three summer student workers, one each for MP, RV, and SV, and six ULEAD Workforce Youth Program students (three at MP, two at RV, and one at SV) to assist with summer meals, programming and upkeep of teen spaces ○ Presented a Diverse Books Showcase for 31 ○ Provided RC Public Health nurses with a new flyer for home visits that promoted 1,000 Books Before Kindergarten and the Summer Learning Program
<p>Align with the Friends and volunteers (JB)</p> <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 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Received a Friends surplus grant to support adult programs and Summer Reading Program books ○ Received 3,533 volunteer hours of service in Library ○ Supported successful Friends Gala <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Participated in Friends strategic planning

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: August 15, 2019

Subject: Second Quarter 2019 Financial Report

Attached is the 2nd quarter 2019 financial report. Highlights include:

- ❖ Property tax revenues are on track for the first half of the year. County Program Aid is allocated by the State during the third and fourth quarters, and will be reflected in subsequent financial reports.
- ❖ Revenues from Library Fines are below projections for the year but comparable with 2018 once credit card revenue is added. Growing usage of electronic materials, decreasing circulation, and reductions to library fine maximums have resulted in reduced revenues.
- ❖ Revenue from Buildings & Structures (coffee shop lease revenue) will fall below projections due to the Caféine lease termination at Maplewood in 2018. Library staff is exploring potential uses for the space.
- ❖ Use of Library copiers and printers, and the self-serve coffee carts at five Ramsey County Library locations, continue to do strong business and exceed projected revenues. Income from Interest on Investments has increased over the last few years, and is exceeding projections again this year.
- ❖ Operating budget expenditures are within budget in all categories. Salaries and Fringe Benefit expenditures have been well within projections due to retirements, staff turnover, and natural lag time in filling vacancies. Other areas of the operating budget are also within budget.



LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THRU JUNE 30, 2019 AND 2018

	2019					2018			
	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	10,896,955.00	10,896,955.00	5,660,146.25	52%	(211,668.75)	10,565,130.00	5,563,779.97	53%	(281,214.97)
County Program Aid	621,415.00	621,415.00	0.00	0%	310,707.50	621,978.00	0.00	0%	310,989.00
Fines	500,000.00	500,000.00	200,304.16	40%	49,695.84	500,000.00	174,838.33	35%	75,161.67
MELSA	200,000.00	200,000.00	0.00	0%	100,000.00	200,000.00	0.00	0%	100,000.00
PERA Rate Increase Aid	21,652.00	21,652.00	10,706.00	49%	120.00	21,652.00	10,826.00	50%	0.00
Duplicating Copies/Sales	72,500.00	72,500.00	40,680.45	56%	(4,430.45)	72,500.00	39,411.41	54%	(3,161.41)
Interest on Investments	10,000.00	10,000.00	27,401.46	274%	(22,401.46)	10,000.00	14,248.79	142%	(9,248.79)
Building & Structures (Rent)	105,000.00	105,000.00	39,812.50	38%	12,687.50	105,000.00	36,479.14	35%	16,020.86
Recoveries	0.00	0.00	6.22	N/A	(6.22)	0.00	62.26	N/A	(62.26)
Transfers from Other Funds	225,000.00	225,000.00	225,000.00	100%	(112,500.00)	225,000.00	225,000.00	100%	(112,500.00)
Total Revenue	12,652,522.00	12,652,522.00	6,204,057.04	49%	122,203.96	12,321,260.00	6,064,645.90	49%	95,984.10
<u>Expenditures</u>									
Salaries*	6,191,098.00	6,191,098.00	2,802,032.75	45%	293,516.25	5,947,246.00	2,517,338.10	42%	456,284.90
Fringe Benefits*	2,271,908.00	2,271,908.00	1,053,443.89	46%	82,510.11	2,234,786.00	999,685.21	45%	117,707.79
Other Services & Charges	2,848,536.00	2,848,536.00	1,237,451.25	43%	186,816.75	2,823,228.00	855,771.49	30%	555,842.51
Supplies	156,000.00	156,000.00	79,289.77	51%	(1,289.77)	156,000.00	77,296.47	50%	703.53
Capital Outlay	60,000.00	60,000.00	7,005.08	12%	22,994.92	60,000.00	9,093.09	15%	20,906.91
Books, Periodicals, Etc.	1,125,000.00	1,125,000.00	312,701.13	28%	249,798.87	1,100,000.00	476,820.47	43%	73,179.53
	12,652,542.00	12,652,542.00	5,491,923.87	43%	834,347.13	12,321,260.00	4,936,004.83	40%	1,224,625.17
 Inc/(Dec) to Fund Balance			 712,133.17				 1,128,641.07		

* 2019 Salary expenditures through paydate 7/12/19.

* 2018 Salary expenditures through paydate 6/29/18.

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THRU JUNE 30, 2019**

	2019			
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 06/30/19	Actual as a % of Reserve Year to Date
<u>Expenditures</u>				
2018 Operating Budget Reserves	556,361.99	67,512.19	488,849.80	12%
2017 Operating Budget Reserves	290,228.72	0.00	290,228.72	0%
2016 Operating Budget Reserves	41,000.00	5,782.76	35,217.24	14%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THRU JUNE 30, 2019**

	2019			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 06/30/19	Actual as a % of Budget To Date
<u>Expenditures</u>				
2018 LSTA Digital Storytelling Grant	17,289.73	11,578.46	5,711.27	67%
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 JUNE 30, 2019**

<u>Fund</u>	2019			Cash Balance as of 06/30/19
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	
Rental Book Revenue	28,303.20	7,558.00	6,406.54	29,454.66
Rental DVD Revenue	26,073.42	23,463.92	20,535.77	29,001.57
Library Gift Fund	298,678.25	153,748.11	63,427.75	388,998.61
Roseville Library Capital Campaign Gift Fund	16,799.73	0.00	0.00	16,799.73

SUMMARY OF GIFTS RECEIVED

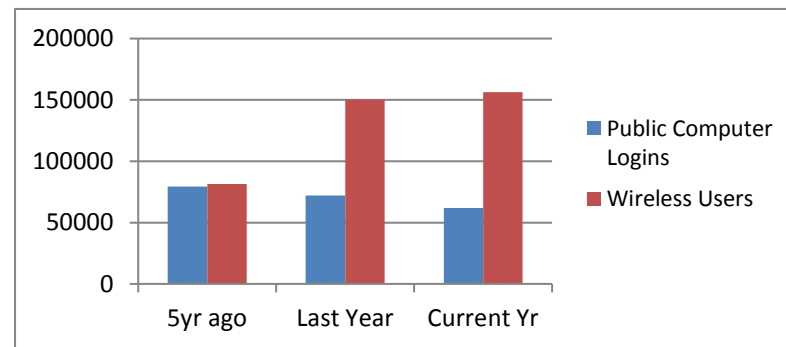
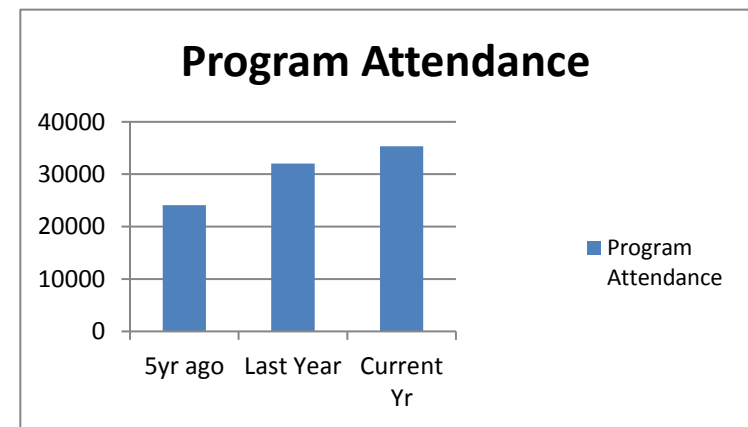
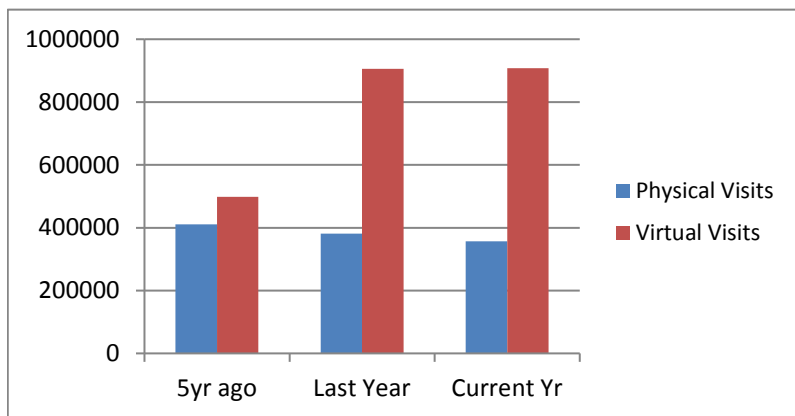
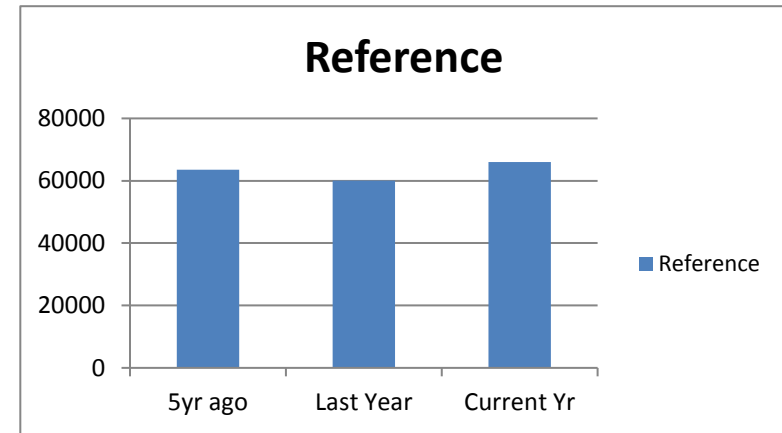
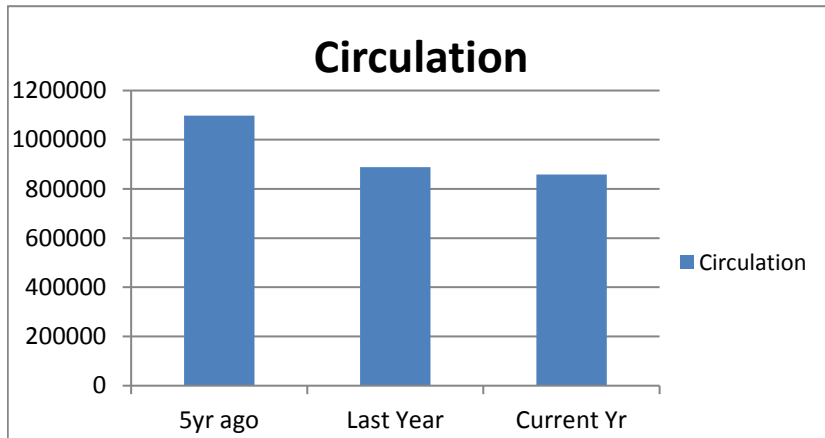
APRIL - JUNE 2019

Donor	Purpose	Branch	Amount
Susan Schadeegg	Undesignated	RV	\$100.00
Metropolitan Library Service Agency	Legacy Program Reimbursement	System	\$492.91
Demco	Refund for Returned Items	WB	\$2,151.44
Friends of the Ramsey County Libraries	Undesignated	NB	\$696.00
	Programming	System	\$23,000.00
	Summer Reading Program	System	\$6,000.00
	Library Materials	System	\$33,000.00
Shoreview Arden Hills Lions Club	Children's Programs	SV	\$600.00
Metropolitan Library Service Agency	Legacy Program Reimbursement	System	\$1,921.21
	SCORE Program Reimbursement	System	\$1,500.00
TOTAL:			\$69,461.56

**Statistical Trends
2019 Second Quarter Report**

- System-wide circulation was down 3% overall for Q2.
- Circulation of electronic materials rose about 10.7% over the same quarter of last year. Additional collections funds have expanded this collection which allows for more growth. Electronic materials have risen to now account for more than 13% of all circulation.
- Visits to the library were down 6% from second quarter of last year. However, website visits grew more than 0.2%.
- Usage of public computers in the building in Q2 relative to Q2 of 2018 declined 14%. Usage of the wireless network grew by more than 4%. This continues an ongoing trend of this transition. In this quarter, there were more than twice as many connections to our wireless network as logins to library physical computers.
- Demand for meeting room space by outside groups continues to expand and was up more than 18% in Q2. This represents 972 room bookings and does not include library programs & events or self-serve study room usage. Availability of new bookable rooms after construction projects at White Bear Lake and Shoreview has allowed this use to grow.

Core Service Trends -- Q1



Branches by Quarter 2019

Total materials circulated

Children's materials circulated

Registrations

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	117,458	116,761			234,219	43,997	45,901			89,898	503	484			987
Mounds View	32,145	32,777			64,922	15,048	16,636			31,684	264	151			415
New Brighton	53,298	51,381			104,679	24,006	23,204			47,210	335	176			511
North St. Paul	22,875	23,796			46,671	8,063	8,518			16,581	77	61			138
Roseville	298,218	289,752			587,970	129,232	131,239			260,471	1,298	1,208			2,506
Shoreview	146,556	149,681			296,237	73,854	78,477			152,331	675	460			1,135
White Bear Lake	64,980	65,410			130,390	29,602	31,216			60,818	389	206			595
Tech Services	5,186	5,270			10,456	857	938			1,795	247	160			407
Remote Renewal	10,016	8,846			18,862	2,412	2,004			4,416					
E-circulation	117,864	114,686			232,550										
Total	868,596	858,360	0	0	1,726,956	327,071	338,133	0	0	665,204	3,788	2,906	0	0	6,694

Total reference

Visits

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	9,204	10,556			19,760	64,709	68,849			133,558	229	248			477
Mounds View	3,081	4,641			7,722	14,943	17,154			32,097	37	53			90
New Brighton	4,095	3,796			7,891	26,157	23,257			49,414	0	0			0
North St. Paul	3,627	3,692			7,319	8,422	10,481			18,903	0	0			0
Roseville	24,856	30,056			54,912	132,477	138,968			271,445	258	241			499
Shoreview	8,892	9,204			18,096	59,133	64,545			123,678	396	375			771
White Bear Lake	4,238	4,095			8,333	31,849	33,587			65,436	55	55			110
Total	57,993	66,040	0	0	124,033	337,690	356,841	0	0	694,531	975	972	0	0	1,947

Public computer logins

Hours of computer use

Wireless users

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	12,492	13,731			26,223	11,173	11,833			23,006	26,382	26,937			53,319
Mounds View	2,318	2,613			4,931	2,249	2,292			4,541	1,874	2,194			4,068
New Brighton	4,106	4,323			8,429	3,294	3,479			6,773	5,752	4,624			10,376
North St. Paul	1,173	1,216			2,389	1,010	1,046			2,056	879	1,051			1,930
Roseville	26,069	28,363			54,432	25,072	26,427			51,499	90,434	88,994			179,428
Shoreview	7,001	7,821			14,822	6,334	6,906			13,240	23,956	26,319			50,275
White Bear Lake	3,157	3,693			6,850	2,555	2,875			5,430	4,977	6,317			11,294
Total	56,316	61,760	0	0	118,076	51,687	54,858	0	0	106,545	154,254	156,436	0	0	310,690

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	435.30	635.75			1,071.05
Mounds View	59.70	69.10			128.80
New Brighton	137.25	150.20			287.45
North St. Paul	22.50	32.50			55.00
Roseville	1,999.60	1,768.07			3,767.67
Shoreview	615.30	723.30			1,338.60
White Bear Lake	264.00	227.50			491.50
Administration					0.00
Technical Services					0.00
Friends					0.00
Total	3,533.65	3,606.42	0.00	0.00	7,140.07

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

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	37	39			76	1,470	1,763			3,233
Mounds View	30	52			82	1,225	1,647			2,872
New Brighton	40	41			81	1,154	1,327			2,481
North St. Paul	36	83			119	1,349	1,918			3,267
Roseville	97	111			208	3,824	5,880			9,704
Shoreview	53	57			110	3,591	2,704			6,295
White Bear Lake	38	44			82	1,594	2,862			4,456
Admin		4			4		1570			1570
Total	331	431	0	0	762	14,207	19,671	0	0	33,878

Teen programs**Teen program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	46	76			122	334	2,766			3,100
Mounds View	0	1			1	0	4			4
New Brighton	0	0			0	0	0			0
North St. Paul	0	0			0	0	0			0
Roseville	61	79			140	497	1,704			2,201
Shoreview	57	76			133	250	983			1,233
White Bear Lake	0	5			5	0	38			38
Admin					0					0
Total	164	237	0	0	401	1,081	5,495	0	0	6,576

Adult programs**Adult program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	33	41			74	963	387			1,350
Mounds View	12	27			39	104	186			290
New Brighton	15	25			40	110	331			441
North St. Paul	3	2			5	16	10			26
Roseville	106	173			279	3,347	4,018			7,365
Shoreview	36	95			131	687	901			1,588
White Bear Lake	30	29			59	610	318			928
Admin	4	33			37	173	4,028			4,201
Total	239	425	0	0	664	6,010	10,179	0	0	16,189

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2017	2018	2019	% Change	2017	2018	2019	% Change	2017	2018	2019	% Change
Maplewood	587,860	522,506		-100.0%	222,811	196,418		-100.0%	2,626	2,253		-100.0%
Mounds View	162,924	140,281		-100.0%	76,672	68,766		-100.0%	343	366		-100.0%
New Brighton	235,549	217,890		-100.0%	104,881	100,373		-100.0%	950	576		-100.0%
North St Paul	113,961	95,693		-100.0%	38,820	33,059		-100.0%	91	111		-100.0%
Roseville	1,341,748	1,245,826		-100.0%	587,868	549,823		-100.0%	7,332	7,598		-100.0%
Shoreview	561,262	583,598		-100.0%	283,552	301,440		-100.0%	2,247	2,630		-100.0%
White Bear Lake	293,213	283,113		-100.0%	136,827	135,042		-100.0%	1,076	1,012		-100.0%
E-material	370,022	425,451		-100.0%								
Other					12,450	10,499		-100.0%	7,505	7,497		-100.0%
Support Services	23,189	23,648			3,464	3,532		-100.0%				
System Quarter 1	926,137	884,845	868,596	-1.8%	362,999	338,385	327,071	-3.3%	3,764	3,558	3,534	-0.7%
System Quarter 2	919,921	888,529	858,360	-3.4%	368,917	348,316	338,133	-2.9%	3,542	3,370	3,606	7.0%
System Quarter 3	986,977	944,141		-100.0%	407,186	388,044		-100.0%	3,754	3,800		-100.0%
System Quarter 4	856,693	850,537		-100.0%	328,243	324,207		-100.0%	11,105	11,314		-100.0%
Annual Total	3,689,728	3,568,052		-100.0%	1,467,345	1,398,952		-100.0%	22,171	22,041		-100.0%

Express checkout percentages

Visits

Meeting room use by outside groups

Location	2017	2018	2019	% Change	2017	2018	2019	% Change	2017	2018	2019	% Change
Maplewood	90.2%	89.0%		-100.0%	312,742	295,166		-100.0%	808	907		-100.0%
Mounds View	85.5%	82.8%		-100.0%	68,664	70,443		-100.0%	92	169		-100.0%
New Brighton	89.7%	90.3%		-100.0%	106,415	108,589		-100.0%	0	0		0.0%
North St Paul	63.2%	65.2%		-100.0%	38,079	35,014		-100.0%	0	0		0.0%
Roseville	87.7%	87.5%		-100.0%	612,544	580,388		-100.0%	1,027	1,002		-100.0%
Shoreview	90.1%	90.6%		-100.0%	251,411	262,656		-100.0%	759	1,070		-100.0%
White Bear Lake	88.8%	89.4%		-100.0%	149,386	147,016		-100.0%	172	221		-100.0%
System Quarter 1	84.1%	84.0%	83.7%	-0.4%	373,663	369,081	337,690	-8.5%	528	881	983	11.6%
System Quarter 2	85.4%	85.1%	84.4%	-0.8%	396,743	380,829	356,841	-6.3%	710	818	972	18.8%
System Quarter 3	86.1%	86.3%		-100.0%	415,758	400,003		-100.0%	754	746		-100.0%
System Quarter 4	84.4%	84.5%		-100.0%	353,077	349,359		-100.0%	803	924		-100.0%
Annual Average	85.0%	85.0%		-100.0%	1,539,241	1,499,272		-100.0%	2,858	3,369		-100.0%

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

Location	2017	2018	2019	% Change	2017	2018	2019	% Change	2017	2018	2019	% Change
Maplewood	63,359	58,797		-100.0%	61,123	52,027		-100.0%	111,717	108,336		-100.0%
Mounds View	10,122	10,367		-100.0%	9,014	9,539		-100.0%	6,849	7,986		-100.0%
New Brighton	21,726	20,190		-100.0%	18,357	15,673		-100.0%	20,239	21,461		-100.0%
North St Paul	7,253	6,296		-100.0%	5,952	5,307		-100.0%	5,283	5,423		-100.0%
Roseville	125,275	120,945		-100.0%	122,310	113,509		-100.0%	352,376	364,868		-100.0%
Shoreview	30,051	31,775		-100.0%	24,008	25,799		-100.0%	87,006	91,178		-100.0%
White Bear Lake	16,564	16,172		-100.0%	13,863	12,871		-100.0%	26,989	23,743		-100.0%
System Quarter 1	66,213	62,306	56,316	-9.6%	62,745	57,632	51,687	-10.3%	155,492	149,437	154,254	3.2%
System Quarter 2	70,279	72,400	61,760	-14.7%	64,167	59,519	54,858	-7.8%	158,088	150,209	156,436	4.1%
System Quarter 3	74,674	69,673		-100.0%	68,463	62,492		-100.0%	142,025	158,794		-100.0%
System Quarter 4	63,184	60,477		-100.0%	59,252	55,450		-100.0%	154,854	164,555		-100.0%
Annual Total	274,350	264,542		-100.0%	254,627	234,725		-100.0%	610,459	622,995		-100.0%

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

Location	2017	2018	2019	% Change	2017	2018	2019	% Change	2017	2018	2019	% Change
Maplewood	53,339	45,604		-100.0%	2,598	2,193		-100.0%	3,158	3,167		-100.0%
Mounds View	16,575	15,405		-100.0%	843	650		-100.0%	1,758	1,769		-100.0%
New Brighton	21,151	18,083		-100.0%	891	950		-100.0%	2,246	2,049		-100.0%
North St Paul	14,391	16,510		-100.0%	546	379		-100.0%	1,764	1,757		-100.0%
Roseville	126,308	130,949		-100.0%	5,660	5,651		-100.0%	3,171	3,167		-100.0%
Shoreview	44,369	42,991		-100.0%	2,175	2,232		-100.0%	3,003	3,173		-100.0%
White Bear Lake	19,370	24,882		-100.0%	1,275	1,139		-100.0%	2,249	2,249		-100.0%
Technical Services					707	650		-100.0%				
System Quarter 1	72,280	75,725	57,993	-23.4%	3,399	3,765	3,788	0.6%	4,138	4,353	4,331	-0.5%
System Quarter 2	66,950	60,008	66,040	10.1%	3,371	3,043	2,906	-4.5%	4,436	4,419	4,432	0.3%
System Quarter 3	81,913	80,210		-100.0%	3,982	3,711		-100.0%	4,448	4,400		-100.0%
System Quarter 4	74,360	78,481		-100.0%	3,943	3,325		-100.0%	4,327	4,159		-100.0%
Annual Total	295,503	294,424	124,033	-57.9%	14,695	13,844	6,694	-51.6%	17,349	17,331	8,763	-49.4%

Website visits

	2017	2018	2019	% Change		2017	2018	2019	% Change		2017	2018	2019	% Change
Quarter 1	746,417	794,535	947,936	19.3%		116,150	112,179	116,914	4.2%		90,397	103,231	117,864	14.2%
Quarter 2	784,498	906,282	907,805	0.2%		103,147	107,060	107,122	0.1%		88,570	103,702	114,686	10.6%
Quarter 3	805,926	879,239		-100.0%		111,877	113,825		-100.0%		96,609	105,031		-100.0%
Quarter 4	813,884	860,094		-100.0%		103,767	105,892		-100.0%		94,446	113,487		-100.0%
Annual Total	3,150,725	3,440,150	1,855,741	-46.1%		434,941	438,956	224,036	-49.0%		370,022	425,451	232,550	-45.3%

Holds placed**E-materials circulated****Incoming ILL**

	2017	2018	2019	% Change		2017	2018	2019	% Change		2017	2018	2019	% Change
Quarter 1	4,304	4,172	4,484	7.48%		5,391	5,395	4,536	-15.92%		\$4,074.60	\$24,047.63	\$6,888.72	-71.4%
Quarter 2	4,101	4,031	4,233	5.01%		4,703	5,337	4,533	-15.06%		\$2,411.10	\$8,801.45	\$6,102.19	-30.7%
Quarter 3	4,010	4,181		-100.00%		4,828	4,915		-100.00%		\$8,667.45	\$6,849.85		-100.0%
Quarter 4	3,861	4,038		-100.00%		4,948	4,556		-100.00%		\$17,913.50	\$2,609.27		-100.0%
Annual Total	16,276	16,422	8,717	-46.9%		19,870	20,203	9,069	-55.1%		\$33,066.65	\$42,308.20	\$12,990.91	-69.3%

Outgoing ILL**Value of gifts added**

Request for Library Board Action

Meeting Date
August 21, 2019

Action Requested
Information and
Discussion

Presented By
Mickey Ladich,
Property Manager

SUBJECT:

Incident Reports

BACKGROUND:

The number of incidents increased from 1st Quarter 2019 reporting by 53%. There were a total of 45 incidents reported in the 2nd Quarter of 2019. Of those 45 incidents, there were only three injuries, one from a fight, one from a slip on a wet floor, and one from a squirrel. Teens, specifically at our Maplewood location, accounted for 22% of the reported incidents. Homeless individuals accounted for 11% of the incidents. The remaining incidents accounted were varied throughout all locations for inappropriate behavior, parking lot collision, thefts, etc. No incidents were reported from the Mounds View and New Brighton Libraries.

BOARD ACTION REQUESTED:

For information and discussion.

Incident Report Comparison First Quarter				
	2016	2017	2018	2019
New Brighton	2	1	0	1
Maplewood	12	1	6	12
Mounds View	1	1	1	0
North St. Paul	0	0	0	0
Roseville	20	14	16	7
Shoreview	6	3	1	4
White Bear Lake	0	1	2	0
	41	21	26	24

Incident Report Comparison Second Quarter				
	2016	2017	2018	2019
New Brighton	0	0	0	0
Maplewood	14	6	8	19
Mounds View	2	2	0	0
North St. Paul	1	1	1	5
Roseville	18	10	11	11
Shoreview	2	4	5	8
White Bear Lake	5	4	3	2
	42	27	28	45

Incident Report Comparison Third Quarter				
	2016	2017	2018	2019
New Brighton	1	2	1	
Maplewood	20	11	11	
Mounds View	1	2	0	
North St. Paul	0	0	0	
Roseville	18	6	24	
Shoreview	1	4	6	
White Bear Lake	4	10	6	
	45	35	48	0


Incident Report Comparison Fourth Quarter				
	2016	2017	2018	2019
New Brighton	2	2	0	
Maplewood	15	9	12	
Mounds View	1	2	0	
North St. Paul	0	1	2	
Roseville	16	14	17	
Shoreview	7	9	9	
White Bear Lake	0	2	1	
	41	39	41	0

Totals	169	122	143	69
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Ramsey County Library in the news:


- 7/2: Lillienews.com Shoreview Commons improvements moving forward
<http://www.lillienews.com/articles/2019/07/02/shoreview-commons-improvements-moving-forward>
- 7/2: Lillienews.com Series about memory care housing starts July 11 at Roseville Library
<http://www.lillienews.com/articles/2019/07/02/series-about-memory-care-housing-starts-july-11-roseville-library>
- 7/5: Pioneer Press Fringe Focus: Family Fringe is Back, Previews Start Monday
<https://www.twincities.com/2019/07/05/fringe-focus-family-fringe-is-back-previews-start-monday/>
- 7/17: Lillienews.com Friends Used Bookstores offer cheap books, fund libraries
<http://www.lillienews.com/articles/2019/07/17/friends-used-bookstores-offer-cheap-books-fund-libraries>
- 7/22: Lillienews.com Books for donation <http://www.lillienews.com/articles/2019/07/22/books-donation>
- 8/6: Pioneer Press Ramsey County Focusing on Equity Efforts Proposes Biennial Budget With Nearly 10 Percent Levy Boost <https://www.twincities.com/2019/08/06/ramsey-county-focusing-on-equity-efforts-proposes-biennial-budget-with-nearly-10-percent-levy-boost/>
- 8/7: Lillienews.com Oakdale - Lake Elmo Review Police reports
<http://eastsidereviewnews.com/articles/2019/08/07/oakdale-lake-elmo-review-police-reports-august-7th-2019>

Facebook:



Margaret K. Dove recommends Ramsey County Library.
June 25 · 🌐

Wonderful service, great book selection, pleasant surroundings.

 Start a private conversation with Margaret K. Dove in Messenger.

Message


Ramsey County Library

Like

Comment

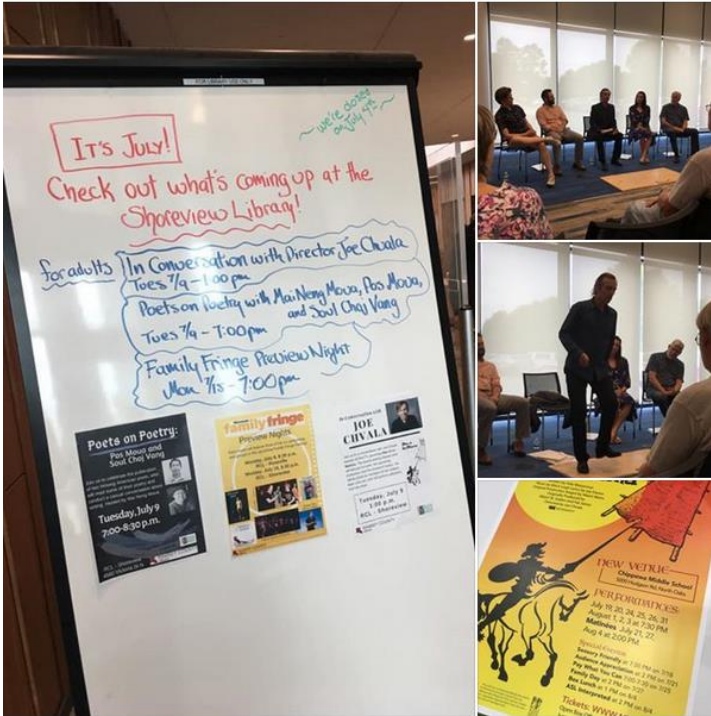
Share

Message



Cherry and Spoon
July 10 · 🌐

Yesterday I was treated to a preview of Mounds View Community Theatre's upcoming production of the classic musical THE MAN OF LA MANCHA at my local Ramsey County Library. Director/choreographer Joe Chvala (of The Flying Foot Forum) and a few cast members talked about the show and performed a few numbers, including a demo of some of the dance steps by Joe himself! If you're in the Northeast Metro be sure to check out this show. If not, support your local community theater (and your local library)!



Ramsey County Library, Courtney Elizabeth Jahnke, Mackenzie Romenesko and 14 others

1 Comment 3 Shares

Like

Comment

Share



Elena Favela is with Olga Favela at Ramsey County Library.
July 16 at 12:36 PM · Roseville, MN · 🌐

Waiting for friends, sipping tea at the Library cafe.



Ramsey County Library, Gretchen Hahn, Rebecca Gilgen and 161 others

26 Comments

Like

Comment

Share

Stef Bell

Like · Reply · 4w

Catherine Utrup A+ on silver styles Elena


Like · Reply · 4w

Trenda Boyum-Breen So beautiful! I hope this finds you well.

Like · Reply · 3w


Rosie Siv Awwww - so so sweet!

Like · Reply · 3w



Nicole Joy Frethem for Ramsey County Commissioner
July 18 at 8:27 AM · 🌐

Libraries are the gathering place of the community. I love our Ramsey County Library system!



Destroy the myth
that libraries are
no longer relevant.

If you use
your library,
please share.

22

7 Shares

Like

Comment

Share

Loretta Simonet
July 19 at 12:45 PM · 🌐

A big thank you to the Maplewood Library for inviting us to do the Pete Seeger show there this past Wednesday. It was a wonderful audience (everyone sang along!), on the library's back deck, overlooking trees and water - just lovely!



👍 Sera Smolen, Summer Hope and 77 others

6 Comments 3 Shares

Katherine Werner The temp was hot but you folks are cool! 🌞 1

Loretta Simonet Ramsey County Library 3w

Kathy DeLonais Looks wonderful 🎵 1 3w

Anita White wish I could have been there 🌞 1 3w

Patty Alt 🎵 1 3w

Carol McWatters Beautiful setting! 🌞 1

Minnesota Department of Education
July 19 at 9:47 AM · 🌐

👍 Like as Your Page

Looking for learning opportunities for your student this summer?

If you have a library card at Anoka County Library, Carver County Library, Dakota County Library, Hennepin County Library, Ramsey County Library, Saint Paul Public Library, Scott County Public Library, or Washington County Library, you can reserve free and/or discounted admission to a wide range of arts experiences around Minnesota including Minneapolis Institute of Art, Minnesota Children's Museum, The Saint Paul Chamber Orchestra, American Swedish Institute, Minnesota Fringe and so much more!

Check out Metropolitan Library Service Agency (MELSA)'s smARTpass 📖📖📖



SMARTPASS.MELSA.ORG
MELSA smARTpass |

Welcome to smARTpass! If you have any difficulty setting up/logging in to smARTpass with your library card barcode, please contact your library. The arts access program available exclusively to metro public library users! If you have a library card from one of the eight public library systems in the...

👍 Ramsey County Library, Abdulkadir Yusuf, Jennifer Verbrugge and 32 others

3 Comments 20 Shares

👍 Like

💬 Comment

🔗 Share



CTV North Suburbs
July 19 at 11:30 AM · 🌐

Photographing a murder mystery at Ramsey County Library - Shoreview yesterday 📸



👍 Ramsey County Library, Sally Peters, Laura Lynch Domke and 4 others

👍 Like

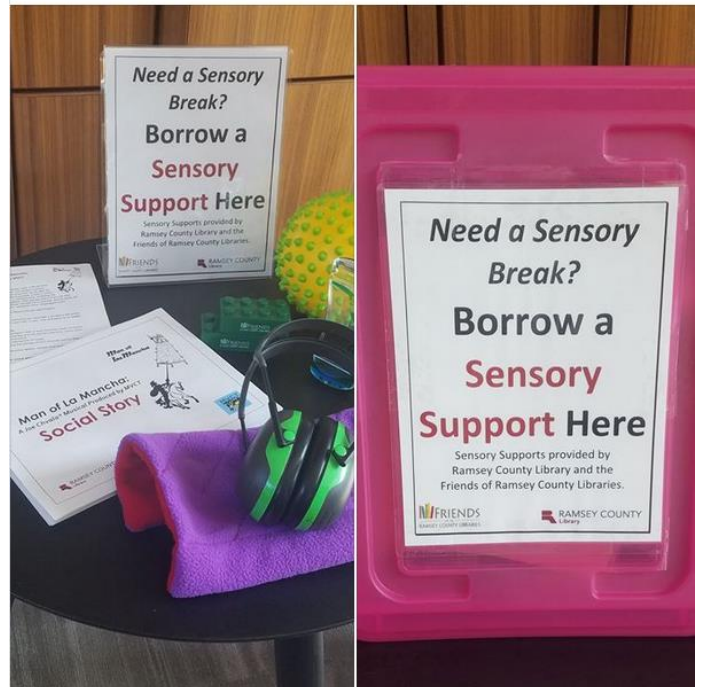
💬 Comment

🔗 Share



Friends of the Ramsey County Libraries
July 23 at 2:35 PM · 🌐

Did you miss the Sensory-Friendly Preview of Mounds View Community Theatre's Man of La Mancha presented in partnership with Ramsey County Library and The Autism Society of Minnesota? Don't worry! MVCT has you covered. Ramsey County Library has provided MVCT with a Sensory Support Kit for all shows in Man of La Mancha's run (from July 19 through August 4). This kit includes a Social Story (to explain what your visit at the theater will be like), a Sensory Guide (which outlines potentially anxious moments in the show), noise-cancelling headphones, and various fidgets provided by the Friends of Ramsey County Libraries and available at the theater. Showing info: www.mvct.org/tickets



👍 Ramsey County Library, Sally Peters, Caitlin Carroll and 14 others

11 Shares

👍 Like

💬 Comment

🔗 Share




Ramsey County Library
 Published by Pa Na Lor (?) · July 24 at 10:00 AM · 🌐


 Image via Pinterest.



6,419
 People Reached

651
 Engagements

Boost Post


 Jan Parker, Renee Correll and 142 others · 4 Comments · 49 Shares





Newest ▾


Angie Arcand Colleen This sounds like your kind of joke!! 🤔😂
 Happy Thursday!!!
 Like · Reply · Message · 3w


Colleen Hansen Angie Arcand absolutely my kind! 😂
 Like · Reply · Message · 2w




Amanda Stombaugh Samantha Lariviere 🤔
 Like · Reply · Message · 3w


Sherry Grelinger Partridge Yes!! 🤔😂😂
 Like · Reply · Message · 3w


Ellen Isaacs Alicia Wikstrom 🤔
 Like · Reply · Message · 3w


Mary Jo McGuire
 July 25 at 11:25 AM · 🌐

The Friends of the Ramsey County Libraries and Ramsey County Library working with The Autism Society of Minnesota worked together to create a Sensory Support Kit for all shows in the Mounds View Community Theatre' Man of La Mancha's run (now through August 4).

This kit includes a Social Story (to explain what your trip to the theater will be like), a Sensory Guide (which outlines potentially anxious moments in the show), noise-cancelling headphones, and various fidgets.

For more information or to get tickets, visit the link below!



MVCT.ORG
Mounds View Community Theatre - Announcements
 Join us for a conversation with Joe Chvala, director of MVCT's upcoming Man of La Mancha. The award-winning theater artist will discuss his work, the upcoming production, and the musical's history. Joe will be joined by members of the creative team and cast, who will perform selections from the


 Ramsey County Library, The Autism Society of Minnesota and Friends of the Ramsey County Libraries




Eva Lee Magdalene
 July 29 at 12:20 PM · 🌐

Love my new free bag and button from the Slice of Shoreview Days and Ramsey County Library!




 Ramsey County Library, Josh Prinz, Bernard Sabatini and 11 others




Ramsey County Library
 Published by Pa Na Lor (?) · August 6 at 9:17 AM · 🌐

"She showed, by example, the validity of black, female lives. And through her many "once upon a times," Morrison's expansive vision of black humanity now resonates around the globe."



NPR.ORG
Toni Morrison, Whose Soaring Novels Were Rooted In Black Lives, Dies At 88

1,941
 People Reached

235
 Engagements

Boost Post


 Jan Parker, Teresa Sullivan Stahl and 92 others · 10 Shares

Ramsey County Library
Published by Pa Na Lor [?] · August 5 at 10:00 AM · 🌐

Library yoga!
Image via Pinterest.

LIBRARYOGA

Can you point me to the internet stations?

TURN the page

Patron Salutation
librarycarbons@gmail.com

Downward Facing Shelf

Book Cart Warrior II Pose

Upward Bow Watch The Clock Pose
JC 2008

Will this day never end?

3,154 People Reached 209 Engagements [Boost Post](#)

👍👍👍 Sally Cullerton, Curtis Johnson and 40 others 1 Comment 14 Shares

👍 Like 💬 Comment ➦ Share 📎

Write a comment...

Newest ▾

Kelly O'Brien Rhonda 🥰🥰🥰👍 1
Like · Reply · Message · 1w

Rhonda El-said Kelly O'Brien this is great 🥰🥰🥰🥰

CTV North Suburbs
August 6 at 4:09 PM · 🌐

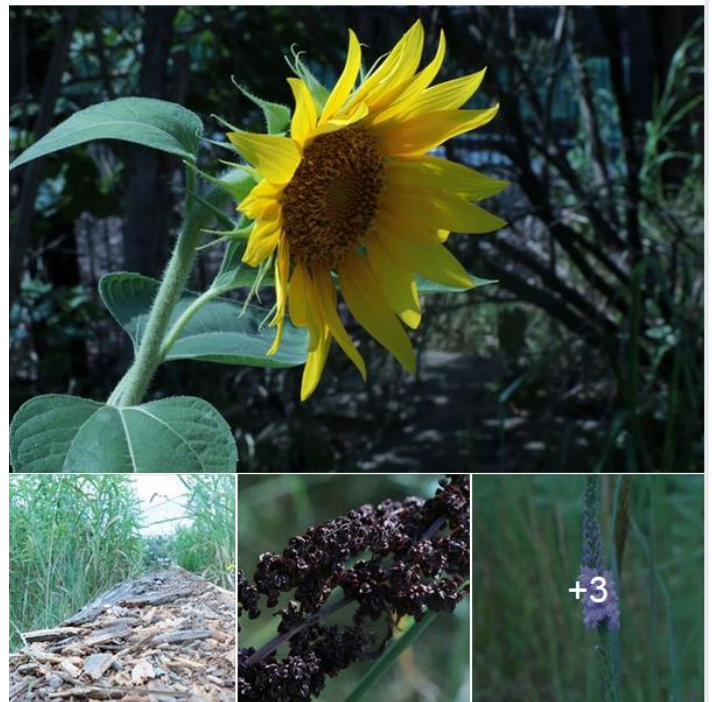
Day one of Young Lenses: story boarding at Ramsey County Library 🖍️🖍️🖍️



👍 Sally Peters, Mark Voss and 9 others

CTV North Suburbs
August 6 at 2:03 PM · 🌐

Some of the coolest photos yet from our workshop yesterday with teens at Ramsey County Library! The RCL - Roseville garden is in full bloom 🌻🌻🌻



👍👍 Laura Lynch Domke and Maureen Flaherty Anderson

CTV North Suburbs
August 12 at 3:45 PM · 🌐

A little bts action from our video production camp partnership with Ramsey County Library this summer! Had a lot of fun working with these ladies. Check it out.

Behind the Scenes: Young Lenses 2019
00:53

👍 Susan Frazao, Craig S. Wilson and 3 others 79 Views

Twitter:

Ron Amundson @mnphysicist · Jun 7, 2019 · Twitter Web Client

Ramsey Co library upstairs is a really nice spot for working mobile, appreciate pointer from @rclreads
Cool floor outlets too, reminds me of stage electrical work, minus the live wires! Lol

1 Like

T. G. Polachek @TomsBrightIdeas · Jun 8

Trying my first #Nitro at @BNHarMar the place I go when @rclreads closes.



Jenna Quant @QuantJenna · Jun 10

#SLPPantherProud moment when I realized my students have loved to read so much that we have checked out over 1,000 picture books from the library! Thanks @rclreads for helping us find the perfect books to fit our interests! We are readers! @CenterviewElem1



2 6

Club Book @ClubBookMN · Jun 12

Did you catch the glowing @MPR @thethreadmpr interview w/ recent @ClubBookMN alum @emilybernard? Well worth a read, and a listen! bit.ly/2MJ3VCQ cc. @rclreads



Emily Bernard and the complexity of being a black woman in America
A new book uses nuance and personal story to explore themes of race, identity and trauma.
mpnews.org

2 4

Metronet @MetronetMN · Jun 13

Our OLLI class 'Secrets of the Library' revealed that you can learn geocaching at the library! Toured the library, learned a lot, had fun, & even found a cache or 2 at @rclreads White Bear Lake PL with Therese aka tessier. We caught the bug & are looking in our neighborhood! TFTC!



1 3

Rich Neumeister @richneumeister · Jun 18

Thanks to the @rclreads staff for the time given to questions I had.

Great new library at at Shoreview.

1



Anna Zbacnik @a_to_z_library · Jun 17
Spotted at the library. Love it! #Read @rclreads



3



MJ @M_3927 · Jun 24
@rclreads Thank you for being my haven during a time of upheaval and uncertainty. Thank you for the resources and renewing my love of books.

1



Mounds View Police Department @MoundsView_PD · Jun 18
Fun event had by all! @SBMFireDept @rclreads #policefoundation @CityMoundsView

Thank you for letting us be part of your summer youth series!



8



Ramsey County Library @rclreads · Jun 26
We had a full house at the library in Roseville learning about raptors with the University of Minnesota's Raptor Center! 🦅

#RCLReads #SummerBreak #SummerReading



1 1 2



Antonio Backman
@AntonioBackman

Replying to @rclreads

Not the raptor I was hoping to see...



11:25 AM · Jun 26, 2019 · Twitter Web Client

2 Likes



Saint Paul Public Library @stpaullibrary · Jun 23
Come on down and #BeProudAtYourLibrary at #TwinCitiesPride today! @WashCoLib @AnokaCoLibrary @rclreads @dakotalib

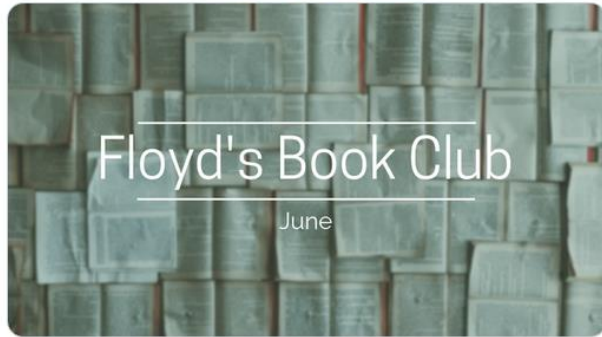


2 18



Jana M. Floyd @janamfloyd · Jun 28

Floyd's BookClub - June - mailchi.mp/eff725d653dd/f...



1



2



Jana M. Floyd @janamfloyd

Shout out to @rclreads in this month's issue! Support your libraries people! :)

12:06 PM · Jun 28, 2019 · Twitter for iPhone

1 Like



el @ejtuom

Hey @rclreads! Are you part of Libby or is there a different e-book service? Thanks!

2:51 PM · Jul 1, 2019 · Twitter for iPhone

1 Like



RamseyCountyLibrary @rclreads · Jul 1

Replying to @ejtuom

Unfortunately, we don't have Libby. Our e-book collection is through cloudLibrary. You can access cloudLibrary with your library card here: ebook.yourcloudlibrary.com/library/Ramsey... Let us know if you have any more questions.



1



Lissa Golanowski @LissaGolo · Jul 1

Thanks @rclreads for a great program that encourages and supports our little readers. This guy is stoked about his free books!! 📚📚📚 #SummerReadingChallenge #1000booksbeforeKindergarten



2

8



Lifetrack @lifetrackmn · Jul 5

RT @ramseycounty: This summer @rclreads is partnering with @SPPS_News and @Youthprise to make sure children get the nutritious meals they need to achieve. Free summer meals are available at the libraries in Roseville and Maplewood. bit.ly/2IQS14Z



1

3



Leona Gregory @LeonaGregory · Jul 7

Day 2, book 2 of vacation (courtesy of a friend that checked it out from her local @rclreads)! She enjoyed & wants to chat with me about it this week. I like sharing! Also like "Ideal" moments. We call this the "bumble bush" as it's the place for all the bees.



1

1



T. G. Polachek @TomsBrightIdeas · Jul 15

It's not mood lighting here at Roseville @rclreads the lights are out and the emergency power lighting is on. It sounds Wet outside. Looks like I'll miss another @wordsmithsm meeting



St. Paul City GOP @STPCityGOP · Jul 15

@rclreads Roseville MN closed at 7 pm being the power was out. Then everyone had to leave into the thunderstorm. This bldg gets praise for #LEED certification, it's built pretty solid but forces patrons into the rain??





MJ @M_3927 · Jul 18

Replying to @optionb and @AdamMGrant
#thankyou Excellent book. I took time to read the book, breathe, look for the 3 P's, and embracing (not cursing) resilience. With gratitude. Thank you also to @rclreads for the resources.



1



Dan#BrokenShin!™Diehn!™ @diedan · Jul 18

#blessed to be #74 in line for @colsonwhitehead's new book at the @rclreads library

Number of copies the library owns or has ordered: **10**
Number of hold requests for this title: **89**



RamseyCounty @RamseyCounty · Jul 27

Join @RamseyCountyMGs today at @rclreads - Shoreview for a session in how to identify, respond and prevent common pest problems in your yard and garden.

Learn more:



Ramsey County Master Gardeners present: Pest Detec...
Learn how to prevent against, identify, and respond to common problems in your yard and garden. You'll b...
rclreads.libcal.com



1



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Lynn Johnson @Lynn1989Lynn · Jul 27

shoot! Missed it! Didn't know it was happening until now. Is there an email list we can get on?



1



RamseyCountyLibrary @rclreads · Jul 31

Hi Lynn,

Yes! You can sign up for our Community & Well-being events here: bit.ly/RCL_e-newslett... In addition, there are three sessions happening in August: bit.ly/2ytb7ZS.



2



Lynn Johnson @Lynn1989Lynn

Replying to @rclreads @RamseyCounty and @RamseyCountyMGs

Thanks much!

5:17 PM · Aug 3, 2019 · Twitter for iPhone

1 Like



T. G. Polachek @TomsBrightIdeas

Reading Simon Sinek's "Find Your Why" on @rclreads e-book app

5:30 PM · Jul 28, 2019 · Twitter Web App

1 Like



T. G. Polachek @TomsBrightIdeas · Jul 30
Replying to @TomsBrightIdeas and @rclreads
It's my first e-book using your app



Julie Vang @jvang0018 · Jul 22

Got my free organic recycling bin today. Thank you @RamseyCounty and @rclreads. Let's continue creating a healthier and wealthier world.



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4



Ling Becker @ling_becker · Jul 25

Full and varied day executing workforce development in @RamseyCounty includes mtgs at @rclreads @CenturyCollege @GoodwillMN @Osborn370. We don't do this important work alone!



2



6



Joan M Wolf @JoanMWolf1 · Aug 2

I've been writing a LOT at the Roseville library this summer and today I bumped into three students from Valentine. Always awesome to see VH kids out in the real world and always always awesome to see kids looking for books! @rclreads @VHelementary



3



Brice Lehner @TheBriceIsRight · Aug 2

And some local NE metro businesses I think are great to give some local love: @CupandConeWbl @rclreads @VroomAutocare in Little Canada, @Meet Market in White Bear Lake.



1



el @ejtuom

@rclreads hello! I just downloaded the rclreads app but it seems like it's maybe not updated. Do you use a different app? Can't find much info on your website. Thanks!!

7:58 PM · Aug 4, 2019 · Twitter for iPhone



RamseyCountyLibrary @rclreads · Aug 6

Replying to @ejtuom

Are you referring to the RCLreads app powered by boopsie? If so, the app's interface has not been updated yet. However, you can still access the library catalog, renew items and place holds. If you are experiencing technical difficulties, you can delete and reinstall the app.



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RamseyCountyLibrary @rclreads · Aug 6

If the issue remains unresolved, please contact Digital Services at chuck.wettergren@ramseycounty.us.



Janelle Beitz @jkbeitz · Aug 12

@rclreads - having problems with Cloud Library app on iOS - it just spins and spins and won't open. Have tried restarting device, no dice. Any ideas? Are others reporting an issue? Thx!

9:55 AM · Aug 12, 2019 · Twitter Web App

1 Like

Replying to @jkbeitz and @rclreads
Never mind - the one thing I didn't try was deleting and re-installing the app and that worked.

julia reinstein @juliareinstein · Aug 7

why are we hating on this wholesome content? i go to the library like every other week and i still get fucking jazzed about it every time. they're very cool!!!

Maddy Smith @somaddysmith · Aug 6

Someone I follow on Instagram thinks she discovered the library



278 2.2K 27.6K

Jess Kubis @JessKubis

Replying to @juliareinstein

I am OBSESSED with my library, @rclreads. And now I need to know if they have a 3D printer because 🤖.

9:01 PM · Aug 7, 2019 · Twitter for iPhone

2 Likes


RamseyCountyLibrary @rclreads · Aug 8

Replying to @JessKubis and @juliareinstein

We do have a 3D printer! You can drop by any Open Makerspace or sign up for our 3D Printing and Design event: bit.ly/33nRW1N. Hope to see you soon.

1 1 3

Jess Kubis @JessKubis · Aug 8



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Large Marge @moej4prez · Aug 12

I want to send a shoutout to libraries for keeping this stay-at-home parent sane throughout the week. To the people of @rclreads @spplibrary @hclib: you're the real MVPs.

1 3

Greta Kaul @gretakaul

Hey, @hclib, @stpaullibrary, @rclreads, got anything like this?

Emily Cutts @ecutts_PB · 8h

I took a look at a unique offering at the @RochPubLibrary and embarrassed myself in the process. Read all about it in today in @PB_507. [postbulletin.com/magazines/507/...](https://postbulletin.com/magazines/507/)

8:25 AM · Aug 15, 2019 from Minnesota, USA · Twitter for iPhone

2 Likes

Greta Kaul @gretakaul · 7h

Replying to @gretakaul @rclreads and 2 others


I did the old VHSes, but it's tough to find equipment for the Mini DVs.

1 2

Saint Paul Public Library @stpaullibrary · 6h

Replying to @gretakaul @rclreads and @hclib

Hi Greta - not exactly, but we do have a personal archiving kit that you can check as part of our Maker Kit program: sppl.bibliocommons.com/item/show/2324...



Personal Archiving Kit - Saint Paul Public Library
Personal Archiving Kit (Kit)
sppl.bibliocommons.com

3

RamseyCountyLibrary @rclreads · 3h

Replying to @gretakaul @hclib and @stpaullibrary

Hi Greta,

We do have some digitization equipment available during the Sat. Open Maker at Roseville. There's a VHS to digital converter, a flatbed scanner that can digitize 35mm mounted slides, 35mm film strips, and medium format strips 6x22 cm, and fast photo scanner.


2

Google Reviews:

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN


4.2 ★★★★★ 45 reviews





Lonny Strommen
Local Guide · 529 reviews · 44 photos
★★★★★ 2 weeks ago
Awesome place for movies books and computers, friendly staff


Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN
[All questions](#)






Iris Hui
Can I return the book off hour ?

 Like 



Isaac Muhammad
Local Guide · 4 reviews
2 weeks ago
Yes. There is drop box

 1 




Ryan Menning
Local Guide · 84 reviews · 661 photos
2 weeks ago
Yup, Isaac is right. All the Ramsey County libraries have places to return books when the library is closed. Some locations have a drive up option for returns!

Ramsey County Library - Shoreview



4560 Victoria St N, Shoreview, MN


4.6 ★★★★★ 49 reviews

[Write a review](#)
Sort by: Newest



V Ray
1 review
★★★★★ 2 weeks ago
My family and I just left this library. It is a beautiful library with a very good selection of materials. However I have never before left a library with a raging headache prior to today. Many of the children were allowed to scream, run and jump as if they were at a playground and their parents either ignored them or joined in. It's very sad that these young children are not being taught the proper behavior while visiting a library nor the wealth of information, education and entertainment of the materials offered. This was my first visit to this location and I had planned to return soon, but I'm not entirely sure that I will.

 Reply  Like






Dasha Nicole
Local Guide · 107 reviews
★★★★★ 3 weeks ago
The updates they made are phenomenal. Decent selection.


Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

 [Ask](#)

Is there a movie on climate change next Wed?

 Like  Answer 



Ramsey County
a month ago

Hi Mary - take a look at the events calendar for up-to-date information about movies and other activities: <https://rcreads.libcal.com/>

Ramsey County Library - Roseville


2180 Hamline Ave N, Roseville, MN



[Write a review](#)


4.5 ★★★★★ 90 reviews

Sort by: Newest



I like this library a lot! I came here with some friends on a picture scavenger hunt and was able to find everything we needed to take pictures of. The staff was very friendly and agreed to take a picture with us which gave us extra points in our competition. Lime green would not be my personal choice of color for the interior but some people like that so it's fine. The free book section has an interesting assortment of books and we ended up taking one about finance in Malaysia which I'm sure would be useful to someone. It's also very convenient to have a coffee shop next door so I commend them for that.




 Reply  Like



ahmed issa
4 reviews
★★★★★ 3 weeks ago
One of the best

 Reply  Like



Bekah Summers
4 reviews · 1 photo
★★★★★ a month ago
This is one of the best libraries in MN. Many sitting areas, quiet rooms for groups, connected to a coffee shop, helpful staff and a really nice open space layout.