

**Ramsey County Library
Board of Trustees Meeting
August 19, 2020
Virtual Meeting Agenda
6:30 PM**

CONNECT community
INSPIRE curiosity
CULTIVATE learning

The meeting is available for public viewing at
<https://zoom.us/j/95498786388?pwd=Z21lMGNYMnpHbHRPK0tNeHJoYzc4dz09;>
Phone: 651-372-8299; Meeting ID: 954 9878 6388; Password: 192840.

Pursuant to Minn. Stat. § 13D.021 and 13D.04 Subd. 3, the Chair of the Ramsey County Library Board has determined that an in-person meeting is not practical or prudent because of the COVID-19 pandemic and the declared state and local emergencies. Board members will participate by telephone or other electronic means. In addition, it may not be feasible to have any Library Board member, staff, or members of the public present at the regular meeting location due to the COVID-19 pandemic and the declared emergencies. Members of the public will be able to watch the meeting live online.

- 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 July 22, 2020 Minutes (2)
 - B. Director's Report (3)
 - C. Friends of the Ramsey County Libraries Report (4)
 - D. CTEP Agreement with St. Paul Neighborhood Network (5)
 - E. Write Off Uncollectible Debt (6)
 - F. 2020 Second Quarter Reports (7)
 - a. Workplan Report (8)
 - b. Financial Report (9)
 - c. Statistical Report (10)
 - d. Incident Report (11)
- V. Action Items (6:40-7:00)**
 - A. Fines and Fees Policy (12)
- VI. Discussion Items (7:00-8:30)**
 - A. Maplewood Renovation Project (13)
 - B. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

September 16, 2020 6:30 p.m.	RCL – Maplewood 3025 Southlawn Drive	Director's Performance Review Modified Library Services Update
October 21, 2020 6:30 p.m.	RCL – New Brighton 400 – 10 th Street N.W.	2021 Holiday Calendar Modified Library Services Update
November 18, 2020 6:30 p.m.	RCL – Roseville 2180 Hamline Avenue North	Benchmarking Report Modified Library Services Update

Library Board

Sylvia Neblett, Chair
Gwen Willems, Vice Chair
Debra Berry, Secretary
Claire Chang
Marisol Chiclana-Ayala
Sida Ly-Xiong
Steve Woods

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 July 22, 2020

LIBRARY BOARD PRESENT:

Claire Chang, Marisol Chiclana-Ayala, Sida Ly-Xiong, Sylvia Neblett, Gwen Willems, Steve Woods

LIBRARY BOARD ABSENT:

Deb Berry

STAFF PRESENT:

Jill Boldenow, Library Director; Mary Larson, Library Board Coordinator; Carol Jackson, Shoreview Library Manager; Lynn Wyman, Deputy Director

OTHERS PRESENT:

K. Berglund

CALL TO ORDER:

Neblett called the virtual meeting to order at 6:30 p.m. via Zoom video conference.

PUBLIC COMMENT:

No public comment.

APPROVAL OF AGENDA:

Chang made a motion to approve the agenda for July 22, 2020, as presented. Ly-Xiong seconded the motion, which was approved unanimously via roll call vote.

APPROVAL OF MINUTES:

Woods made a motion to approve the minutes of June 17, 2020 as presented. Chang seconded the motion, which was approved unanimously via roll call vote.

DIRECTOR'S REPORT:

Summer Break @ Home with Your Library – Kids and teens are loving the RCL Summer Break! Already, 888 people have requested 1,543 Summer Learning Program participation bags, which each contain a free book. In addition to these bags, we have begun to distribute Read. Make. Do kits and Maker Teen @ Home kits. Kudos to everyone for a great group effort! Children's and teen librarians have produced creative kits and a thoughtful distribution plan. The kits all sport fun, colorful designs. These and other elements of the Summer Learning Program are made possible by the sponsorship of the Friends of the Ramsey County Libraries. Thanks, all!

Virtual Programs – The Library has over 100 virtual events queued up for the summer. Check out the events calendar on rclreads.org. One highlight is that we are participating in the One Book | One Minnesota program, a statewide book club that invites Minnesotans of all ages to read and discuss a common title. The current title is *A Good Time for the Truth: Race in Minnesota*, edited by Sun Yung Shin and featuring essays by Minnesota writers of color. In July and August, we will host book club discussions and a reading with Carolyn Holbrook, one of the book's writers. Our copies are all circulating, but the book is available as a free download on Ebooks Minnesota through August 23.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Just as Ramsey County Library needed to quickly pivot to develop modified services due to the pandemic, so too did the Friends. While it has been discouraging to cancel much-loved events, we remain 100% committed to providing financial and volunteer support to Ramsey County Library and we are keeping our focus on the opportunities as we look to the future.

The Friends staff, board and volunteers are currently hard at work on:

- Personal phone connections with Friends members, processing 2020 membership renewals, and welcoming 18 lapsed members back
- COVID-19 Preparedness Plan to lay out the guidelines for Friends staff and limited volunteers to enter RCL buildings
- Robust online sales at Maplewood and Roseville and new plans for additional online book sale venues to offset revenue losses due to the bookstore closures and cancellation of our fall book sale
- Exploring virtual alternatives for the Friends 2020 Author Luncheon and the 2021 Gala
- Putting the finishing touches on new planned giving materials and expanding our Legacy Circle Program.
- Creating new opportunities for business partnerships
- Seeking new and creative ways to share the Friends impact with library patrons including:
 - Stickers and tags with the Friends logo created for the Summer Learning Program participant bags and take-home kits
 - Friends notes/flyers to add to curbside pick-up bags from online sales
 - Acknowledgment of Friends funded programs and resources in the Explore modified newsletter

We miss interacting with library staff and look forward to the time when it is safe for library operations to open to the public.

TRUSTEE TOPIC HIGHLIGHT – OPEN MEETING LAW:

The Library Board's Executive Committee proposes to discuss a Trustee topic at each Board meeting. This may be a review of something from the orientation packet or another source that helps to illuminate Trustee roles. This month, the Neblett led a discussion related to Minnesota's Open Meeting Law. The three purposes of the law are:

- To prohibit actions being taken at a secret meeting where it is impossible for the public to be informed or to determine improper influences.
- To assure the public's right to be informed.
- To assure the public's right to share their opinions.

Rules regarding quorum were also discussed, along with email communications.

2021 LIBRARY OPERATING BUDGET:

Due to the COVID-19 pandemic and its impact on County revenues, the County Manager will propose a modified 2021 budget. At the Library Board's June meeting, the Director and Board discussed strategies to address possible reductions to the Library's operating budget. On June 24, the Director met with the County Manager's budget team.

In addition to the proposed reductions already discussed, the County Manager proposed the permanent elimination of adult late fees, similar to what was approved for children and teen materials as of January 2020. Since the start of the pandemic and implementation of curbside services at the Library, adult late fees have been temporarily suspended. If continued into 2021, an estimated \$190,000 in revenue from adult late fees would need to be absorbed or offset. The Library's Fund Balance could be utilized for this in 2021, with additional levy support requested during the 2022-2023 budget process. The Library's Fund Balance is being reviewed to determine its ability to support the proposed obligations.

The Library Board discussed the recommendation, and whether the change would impact workload and FTE. Boldenow noted that the issue was discussed during the previous budget cycle when juvenile fines were under consideration. Staff workload is not affected since the majority of library fines are collected during the self-checkout process or via online payments.

CAPITAL IMPROVEMENT PROGRAM (CIP) BUDGET:

Every two years, the County develops a Capital Improvement Program (CIP) budget to support capital projects through bond financing. In 2019, the Library requested CIP funds to support a renovation of the library in Maplewood. This major project, with a total budget of \$3.77 million, was recommended and approved for CIP funding by the County Board. This project was to be funded in part with Library fund balance (\$1 million) and funds from bonding in 2021 (\$2.77 million).

However, due to the COVID-19 pandemic and its impact on housing insecurity, the County Manager is proposing to reprioritize bond-financed projects. At this meeting, the Library Director will update the Board on the proposal to fund the renovation at the Library in Maplewood entirely through Library fund balance instead of bond funds.

The Board members discussed whether the Maplewood renovation should continue, and potential timing of the project. Boldenow noted that the project design is currently in the conceptual stage, and service modifications during the pandemic as well as the incorporation of a Ramsey County Service Center in the facility would need to be included in the final design. She noted that our facilities could be even more agile, with more self-service features located near the entrance.

The Library Board also discussed the feasibility of drawing down the Library's Fund Balance to finance the Maplewood renovation. Board members expressed concern about spending down the Fund Balance. Additional discussions will be scheduled at future meetings.

MODIFIED LIBRARY SERVICES & COUNTY SERVICE CENTERS:

The latest weekly report tracking modified Library services shows significant growth in curbside service at every library week after week. Public computing, home delivery, and virtual programs and digital resources address key barriers to access for many patrons. In addition to the services listed in this report, staff are distributing creative kits for kids and teens throughout summer. Staff have managed record numbers of returns and phone calls as well. Overall, Library staff are rising to meet increased service demands of various sorts every day.

Staff is are exploring process changes to address unsustainable service growth. Next week or soon thereafter, we will shift to in-person holds pickup and self-checkout in the lobby at RCL-Roseville only. This is a pilot project that will inform whether we move to this model elsewhere.

July 27 is the tentative date for introducing Workforce programming on weekdays in the community program rooms at RCL-Roseville and RCL-Maplewood. Workforce Solutions is partnering with us and three sites at Saint Paul Public Library to ramp up resources for jobs seekers at this time of unprecedented unemployment.

In August, we will also see the integration of Ramsey County Navigators and Financial Assistance staff at three of our libraries: RCL-Maplewood, Shoreview, and Roseville. This is a pilot seeking to connect residents to a wide variety of County services—virtually, through assistance completing forms, or through meeting a Financial Services counselor in the library.

The Library Board discussed how the Service Centers will be evaluated, including the impact on Library staff and services. Staff noted that a resident survey is scheduled for November.

COUNTY MANAGER MEETING AGENDA:

Ramsey County Manager Ryan O'Connor will attend the Library Board's August 19, 2020 meeting. Library Board members discussed the agenda and timeframe for this meeting. The Board members determined that Library Board and County Board roles and responsibilities and the relationship between the Boards should be the topic.

The Library Board also discussed whether a facilitator should be identified, but decided against that option so that all members can participate in the discussion. Neblett and Chang will work together to develop talking points for the conversation, which will be scheduled for one hour of the meeting. Staff will forward the conversation outline to the County Manager prior to the meeting.

NEXT MEETING:

August 19, 2020 – 6:30 p.m.

ADJOURNMENT:

Neblett adjourned the virtual meeting at 8:15 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

DIRECTOR'S REPORT

August 2020

July Staff Updates: Retired: Marcia Smith, Library Page

Important Date: All libraries will be closed Monday, September 7, 2020.

Grab & Go Service at RCL-Roseville – On July 27, we shifted from curbside pickup to Grab & Go holds pickup service at the library in Roseville. This library allows up to five patrons at a time to enter the building to access the holds shelf and self-check-out terminals. Grab & Go is a more efficient circulation process—and much needed at our busiest site. Staff described the shift as a “game-changer.” Patrons who need or prefer curbside pickup may request that their held materials be sent to any other library location.

Service Growth – Last week (August 3-9, 2020), Ramsey County Library had a total circulation of 22,617 physical items. This includes items checked out via Grab & Go service at RCL-Roseville and items checked out via curbside pickup at the other six Library locations. In comparison, the first week of modified Library services (March 23-29, 2020) had a total circulation of 5,036 items. Circulation increased 449% since week one.

The Library launched public computing appointments the week of June 1-7, accommodating 92 appointments. Since then, the Library increased the available computers at RCL-Roseville from seven to seventeen. Last week (August 3-9, 2020), we had 408 computer appointments. This represents a 443% increase from week one.

During this modified service period, the Library has consistently seen large e-resource circulation. Circulation of e-resources (e-books, e-audiobooks, and e-magazines) from March through July, 2020, averaged over 55,000 per month. In comparison, the same time period in 2019 had an average circulation of about 39,000 e-resources per month. The increase in 2020 is 41%.

At the same time, staff have initiated all new virtual and take-home programming to deliver Summer Learning Program and other services. These are just some highlights – among many examples of outstanding service provision. Thank you to staff throughout Ramsey County Library for meeting growing and changing service demands through excellent service design, delivery, and modification.

Community Career Labs Open at Libraries – RCL-Maplewood and RCL-Roseville are among the six sites now hosting Community Career Labs in partnership with Ramsey County Workforce Solutions. The Career Labs, open weekdays, provide free workforce support to job seekers experiencing adverse job and economic impact as a result of COVID-19. Other Career Lab sites are now open at Saint Paul Public Library's Dayton's Bluff, Rice Street, Rondo Community Library, and Sun Ray locations. Other sites will be opening as well.

The Community Career Labs provide reservation-based computer access, printing and copying, digital literacy programs, job search and resume assistance, and other workforce support programs through 2020. All sites require face coverings and social distancing. Career Labs are funded from the federal CARES Act. Reservations for Ramsey County Library Career Labs are taken at 651-266-8500. Saint Paul Public Library location reservations are taken at 651-793-1699.

County Service Centers Opening August 17 – County navigators and embedded experts in financial services and other areas will begin staffing County service centers on August 17 at libraries in Roseville, Maplewood, and Shoreview, in addition to centers at the Plato Building and East Building in downtown St. Paul.

Friends Update—August 2020

New in 2020: Curbside \$5.00 Bag Sale

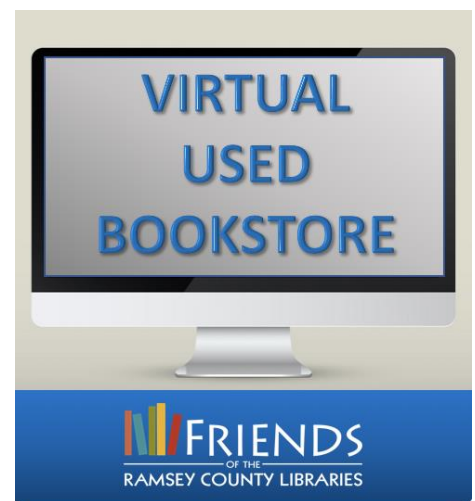
The global pandemic may have temporarily closed down the Friends used bookstore operations and cancelled our annual used book sale at Shoreview, but the Friends intrepid volunteers are not to be stopped and are working on alternative book sales following COVID-19 safe practices. We will be offering pre-bagged selections of books to be reserved in advance by genre and paid for curbside in September at Shoreview. Friends' members receive an extra perk—buy one bag and get one free!



Coming Soon – Friends Virtual Used Bookstore

While the libraries and Friends used bookstores have been closed to the public during the pandemic, the Friends bookstore volunteers have been working diligently and socially distanced to create a collection of used books and media materials that will be available for purchase online and picked up curbside at the Shoreview Library. Watch for details on our website:

www.rclfriends.org or follow us on Facebook, Instagram or Twitter.



Request for Library Board Action

Meeting Date
August 19, 2020

Action Requested
Approve Agreement

Presented By
Jill Boldenow,
Library Director

SUBJECT:

CTEP Agreement with Saint Paul Neighborhood Network for 2020-2021 Program

BACKGROUND:

Since 2010, Ramsey County Library has entered into annual agreements with 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 first year member, and \$10,000 for second year members. For the 2020-2021 program we were awarded four CTEP member positions, one first year member and three second year members for a total payment of \$39,200. The Library Board must approve expenditures of \$25,000 or more.

BOARD ACTION REQUESTED:

Approve the Library Director to sign the 2020-2021 Host Site Agreement with St. Paul Neighborhood Network and host four CTEP AmeriCorps members at a cost not to exceed \$39,200.

Request for Library Board Action

Meeting Date
August 19, 2020

Action Requested
Approve Write Offs

Presented By
Mary Larson,
Financial Manager

SUBJECT:

Write Off Uncollectible Debt

BACKGROUND:

According to the Library's Accounts Receivable procedures:

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

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

The Library shall obtain approval from the Ramsey County Finance Department to write-off uncollectible accounts. The Library shall document the reasons for the write-off and make such documentation available for review by the Finance Department. Write-off of individual debts \$1,000.00 or more must be approved by the Library Board.

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

When it appears the account cannot be collected, the Library should inform the Ramsey County Finance Department, detailing collection actions taken and requesting a recommendation from the Collections Enforcement division to write off the receivable. After recommendation by Collections Enforcement and the Library's budget analyst and approval of the Finance Director, the charges will be written off the Library's integrated library system (ILS).

Patrons owing \$25 or more are considered for the Revenue Recapture Program, a program that began in 1980 when legislation authorized the Minnesota Department of Revenue to intercept—or recapture—taxpayer refunds and apply them to debts the taxpayers owe to other state agencies, the University of Minnesota, and to certain local government units. The Library has recovered over \$1.2 million dollars in debt since it began utilizing Revenue Recapture in 1995.

The Library identified 4,281 patron accounts meeting the criteria for write-off, totaling \$65,747.16. Two of these accounts totaling \$3,275.99 exceeded the \$1,000 threshold requiring Library Board approval and 58.8% are \$10 or less. The proposed write-offs will be forwarded to the County Finance Department as outlined in the Library's Accounts Receivable procedures.

BOARD ACTION REQUESTED:

Approve the write-off of two accounts totaling \$3,275.99 exceeding the \$1,000 threshold and authorize Library staff to forward the write-off of uncollectible debt in the amount of \$65,747.16 to the Ramsey County Finance Department as outlined in the Library's Accounts Receivable procedures.

Request for Library Board Action

Meeting Date
August 19, 2020

Action Requested
Information and
Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:

2020 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 | 2020 Work Plan

Priority 1. Facilitate access by removing barriers.

Initiatives	Results and measures
Deliver <i>Residents First</i> customer service (JB) <ul style="list-style-type: none"> Implement fines change for youth materials Implement longer DVD loan periods Produce Library Guides in multiple languages Provide staff training to serve diverse populations Implement new phone contact center process Streamline library card registration with MELSA Implement Racial Equity and Inclusion plan Provide modified services during COVID-19 	Quarter 1 <ul style="list-style-type: none"> Fines change outcomes <ul style="list-style-type: none"> Unblocked accounts of 6,787 patrons under age 18 667 formerly blocked youth used accounts, checked out 4,812 items Registered new cards for 619 under age 18; 3,354 over age 18 Quarter 2 <ul style="list-style-type: none"> Fines change outcomes <ul style="list-style-type: none"> YTD: 735 formerly blocked youth checked out 6,294 items YTD: Registered new cards for 674 under age 18; 2,276 over age 18 Developed and implemented modified services to continue essential services during COVID-19 Met significant increases in demand every week Redesigned website to reflect modified services Streamlined card registrations with MELSA Updated phone tree and calling groups to support curbside pickup and computers by appointment Created temporary library card types for phone registration allowing instant access to e-resources and limited borrowing privileges Set up computers in MP, SV and RV service centers
Improve digital U/X and equipment for patrons and staff (CW) <ul style="list-style-type: none"> Enhance and expand print, scan and fax services Enable renewals at limit / consider auto-renewal Streamline Internet login process/guest passes Select and install new self-check units 	Quarter 2 <ul style="list-style-type: none"> Updated wireless access points at every building Launched BlueCloud Mobile—a new Library app Set up staff laptops with VPN to work from home Worked with IS to migrate virtual library staff and public servers to new County equipment

Ramsey County Library | 2020 Work Plan

<ul style="list-style-type: none"> • Produce Technology Plan 2020-2022 • Complete VOIP project • Complete IT consolidation (IS managing network, servers, desktop support) • Add outlets in RV 2nd floor 	<ul style="list-style-type: none"> ○ Worked with IS to install County Comcast connections at MV, WB, NB and NS ○ Worked with IS to clarify security software licensing used in the public environment
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Priority 2. Foster literacy and lifelong learning.

Initiatives	Results and measures
Engage families and children through programming and outreach (LW) <ul style="list-style-type: none"> • Offer an array of programming supporting early literacy and maker skills • Engage families with 1,000 Books Before Kindergarten • Develop relationships, strategies to engage students from ISD 622 • Install new literacy interactives • Deliver virtual and take-home learning opportunities 	Quarter 1 <ul style="list-style-type: none"> ○ Provided 328 children's programs with 13,399 participants ○ Provided 100 family storytimes with 4,931 participants ○ Provided 65 baby storytimes with 1,313 participants ○ Enrolled 54 new preschoolers in 1,000 Books Before Kindergarten; 38 children reached 100 books, 50 reached 250 books, 36 reached 500 books, 28 reached 750 books, and 23 reached 1,000 books ○ Hosted author LeUyen Pham for the Kindergarten Card party where 239 kids attended and received library cards; added 1,366 new cards as part of this initiative ○ Provided 52 Maker programs for 543 students ○ Began providing online programs with the onset of the COVID-19 pandemic Quarter 2 <ul style="list-style-type: none"> ○ Provided a total of 38 virtual children's programs with 16,669 views ○ Provided 22 family storytimes via Facebook Live with 6,913 views and 7 baby storytimes with 2,620 views ○ Revamped the Summer Learning Program to <i>Summer Break @Home with your Library</i>, with virtual programs and curbside pickup of participation bags and maker kits

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none"> ○ Provided 1,090 SLP participation bags in June ○ Delivered 197 SLP participation bags to ISD 622 for distribution in their summer school program ○ Enrolled 2,128 new preschoolers in 1,000 Books Before Kindergarten; 140 children reached 1,000 books
Engage teens through vibrant programming/strategic partnerships (LW) <ul style="list-style-type: none"> • Offer dynamic teen programming • Recruit and onboard new teen librarian • Deliver virtual and take-home learning opportunities 	Quarter 1 <ul style="list-style-type: none"> ○ Facilitated 133 programs serving 726 teens ○ Held 36 maker sessions at MP, MV, RV, SV, and WB for 114 teens ○ Assisted 55 students from 15 schools in conducting in-depth History Day research at the History Day Hullabaloo ○ Offered 2 two-day tech camps at RV and MP where 13 teens studied digital photography, Garageband, and 3D design ○ Provided a total of 365 Homework Help sessions ○ Provided student cards to 20 youth at school events ○ Hired and trained the new RV teen librarian Quarter 2 <ul style="list-style-type: none"> ○ Offered 11 virtual programs with 60 teens participating in June ○ Provided Maker Teen at Home kits, starting in April, with over 200 views of the related videos and 102 requests for MakerTeen Kits ○ Provided 318 Teen Summer Learning Program participation bags ○ Received 967 online book reviews in Beanstack from SLP teens
Offer robust digital literacy and maker programs (CW) <ul style="list-style-type: none"> • Maintain digital literacy labs and classes and maker programs • Improve staff and public awareness of digital literacy resources • Onboard new Digital Services librarian 	Quarter 1 <ul style="list-style-type: none"> ○ Offered 89 digital literacy labs and classes with 544 participants ○ Offered 30 adult makerspace programs with 544 participants

Ramsey County Library | 2020 Work Plan

	Quarter 2 <ul style="list-style-type: none"> Started CTEP supported computer and tech help appointments by phone
Offer additional adult programs supporting education and enrichment (stats to JE) <ul style="list-style-type: none"> Offer programs meeting community and County goals (core areas: digital literacy, workforce, economic prosperity, health, social services, arts, race/social issues, history) 	Quarter 1 <ul style="list-style-type: none"> Provided 328 adult programs with attendance of 4,917 Offered 23 Jobs/small business programs with attendance of 385 Delivered 14 history programs for 1,061 attendees Quarter 2 <ul style="list-style-type: none"> Provided 31 adult programs with attendance of 306 Delivered 2 history programs for 48 attendees

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

Initiatives	Results and measures
Deliver dynamic library spaces and events (JB/JE/CW/LW) <ul style="list-style-type: none"> Begin MP design/renovation Expand maker equipment Implement SV teen mural Complete LSTA-funded amenities in RV gardens Fix WB HVAC Refurbish furniture Upgrade digital signage Refine Residents First service delivery concepts related to Library Pursue energy savings and sustainability 	Quarter 1 <ul style="list-style-type: none"> Welcomed 281,555 visitors into RCL buildings Facilitated 861 room bookings for patrons Circulated 710,335 library materials Installed new children's DVD shelving at NB Reupholstered 15 lounge chairs for RV Quarter 2 <ul style="list-style-type: none"> Welcomed 828 visitors into RCL buildings Circulated 300,566 library materials Installed Kidzibits learning interactives at RV Provided library perspective to the Residents First Service Delivery team Fixed RCL-White Bear Lake HVAC Upgraded digital signage Completed installation of LSTA-funded amenities in the RV children's reading garden

Ramsey County Library | 2020 Work Plan

<p>Enhance virtual space and discoverability (CW)</p> <ul style="list-style-type: none"> • Launch and develop work flows/content on BiblioCommons • Ensure that E-books are discoverable in catalog • Promote and expand Beanstack programs • Launch streaming video • SimplyE 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Launched BiblioCommons: improved web, events, and catalog platforms ○ Imported records to integrate E-books into catalog ○ Expanded Niche Academy with RCL-created video ○ Updated website to support modified services and online collections in response to COVID 19 ○ Supported 504,883 visits to the library's website ○ Facilitated 47,345 sessions on library computers ○ Connected patrons with 120,526 Library Wifi sessions ○ Registered 165 new Beanstack users (who log 1,000 Books Before Kindergarten or Summer activities) <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Created virtual programs on web, social media, Zoom ○ Redesigned website to highlight the Digital Library; race and social justice resources; kids and teen programming and maker kits ○ Imported CloudLibrary records so E-books are discoverable in BiblioCommons catalog ○ Created the RCL Kids and RCL Teen Niche Academy to house maker and story time videos ○ Converted videos to support closed captioning
<p>Ensure an active, equitable community presence and services (JE)</p> <ul style="list-style-type: none"> • Refine Popup Library sites to engage underserved residents & market • Research mobile service vehicle concepts and produce recommendations/costs • Deliver homebound services • Leverage Community Engagement funding, Racial Equity Action Team resources • Deliver programs with Corrections 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Reached 2,345 residents via outreach activities ○ Brought Popup library to 26 venues, 814 people ○ Popup visited 15 senior living communities ○ Provided services to 17 people at the Ramsey County Correctional Facility plus another 32 at the Residential Reentry Center ○ Developed processes for home delivery to qualifying residents in response to COVID-19 <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Delivered 1,023 materials to 455 residents at home

Ramsey County Library | 2020 Work Plan

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

Initiatives	Results and measures
Support adult life skills and well-being in programming (JB, stats to JE) <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, sustainability, new immigrant programs, financial and legal Maintain support for CRA and MNSure resources Foster county partnerships related to patron homelessness, mental health, workforce, public health, etc. Support census count 	Quarter 1 <ul style="list-style-type: none"> Provided 157 Life Skills programs, reaching a total audience of 1,972 Connected 135 people to MNSure enrollment Provided Community Resource Advocates services to 89 CRA individuals Worked with 79 partner organizations on support, outreach and programming Provided in-person absentee voting for the Presidential Primary at RV for 46 days Held early and election day voting at MP, RV, SV, WB Quarter 2 <ul style="list-style-type: none"> Provided 18 Life Skills programs, reaching a total audience of 171 Worked with 25 partner organizations on support, outreach and programming Provided in-person absentee voting for the State Primary at RV
Leverage CTEP AmeriCorps program (CW) <ul style="list-style-type: none"> Request 4 CTEP members to strengthen service to adults Sustain North Star Digital Literacy assessments/certifications and job search help 	Quarter 1 <ul style="list-style-type: none"> Supported 28 patrons to achieve North Star Digital Literacy Certification Reported 8 jobs obtained by patrons working with CTEP AmeriCorps members Quarter 2 <ul style="list-style-type: none"> Hired four CTEP workers for 2020/2021 (including three re-hires)
Support healthy children and youth (LW) <ul style="list-style-type: none"> Continue meal programs with Dept of Ed at RV and MP 	Quarter 1 <ul style="list-style-type: none"> Served after-school snacks at MP through Youthprise

Ramsey County Library | 2020 Work Plan

<ul style="list-style-type: none"> • Maintain teen job fairs, Youth in Public Sector Academy, etc. 	<ul style="list-style-type: none"> ○ Worked with 3 Youth in Public Sector Academy participants at RV <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Partnered with Youthprise to provide summer meal bags at MP; distributed 100 bags, each holding 7 days of lunches and snacks, in June ○ Hired teen ULEAD workers for SLP and meal programs
<p>Align with the Friends and volunteers (JB)</p> <ul style="list-style-type: none"> • Onboard new volunteer coordinator • Support Friends' fundraising goals and focus on SLP support 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Hired new volunteer coordinator ○ Received 2,548 volunteer hours of service in Library ○ Supported Friends Gala fundraiser at RV <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Provided volunteer recognition gifts ○ Worked with the Friends to add branded tags to SLP curbside materials to recognize Friends sponsorship ○ Used Friends grant to support SLP books and kits

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: August 13, 2020

Subject: Second Quarter 2020 Financial Report

Attached is the 2nd quarter 2020 financial report. Highlights include:

- ❖ Property tax revenues are on track for the first half of the year. County Program Aid is typically received in the third quarter, and should give us a better idea of overall tax collections for the year.
- ❖ Revenue from Library Fines is down significantly compared to 2019 following the elimination of overdue charges on youth materials effective January 2020. Revenues have also decreased due to the closure of our facilities to walk-up library services and suspension of adult overdue charges in mid-March.
- ❖ Buildings & Structures (coffee shop lease) revenue is well under projections while the Library considers lease concessions requested by the tenant. Interest on Investments is lower than projected due to falling interest rates during the pandemic.
- ❖ Operating budget expenditures are within budget in all categories. Salaries and benefit are on track, and reflect the full staff complement during the pandemic. Supply costs are down significantly with the Library facilities closed to walk-in services.
- ❖ Expenditures related to modified library services are being tracked, and will be submitted to the Ramsey County Finance Department for potential FEMA reimbursement.

LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THROUGH JUNE 30, 2020 AND 2019

	2020					2019			
	Original Annual Budget	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD
<u>Revenue</u>									
Taxes	11,361,531.00	11,361,531.00	5,612,762.58	49%	68,002.92	10,896,955.00	5,660,146.25	52%	(211,668.75)
County Program Aid	678,210.00	678,210.00	0.00	0%	339,105.00	621,415.00	0.00	0%	310,707.50
Fines	240,000.00	240,000.00	72,265.95	30%	47,734.05	500,000.00	200,304.16	40%	49,695.84
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	0.00	0.00	10,409.00	N/A	(10,409.00)	21,652.00	10,706.00	49%	120.00
Duplicating Copies/Sales	79,000.00	79,000.00	29,710.71	38%	9,789.29	72,500.00	40,680.45	56%	(4,430.45)
Interest on Investments	75,000.00	75,000.00	9,326.98	12%	28,173.02	10,000.00	27,401.46	274%	(22,401.46)
Building & Structures (Rent)	76,400.00	76,400.00	6,898.75	9%	31,301.25	105,000.00	39,812.50	38%	12,687.50
Recoveries	0.00	0.00	0.00	N/A	0.00	0.00	6.22	N/A	(6.22)
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	12,935,141.00	12,935,141.00	5,966,373.97	46%	501,196.53	12,652,522.00	6,204,057.04	49%	122,203.96
<u>Expenditures</u>									
Salaries*	6,051,991.00	6,051,991.00	2,847,523.88	47%	178,471.62	6,191,098.00	2,802,032.75	45%	293,516.25
Fringe Benefits*	2,221,671.00	2,223,271.00	1,052,541.20	47%	59,094.30	2,271,908.00	1,053,443.89	46%	82,510.11
Other Services & Charges	3,267,029.00	3,267,029.00	1,286,553.15	39%	346,961.35	2,848,536.00	1,237,451.25	43%	186,816.75
Supplies	180,000.00	180,000.00	54,915.07	31%	35,084.93	156,000.00	79,289.77	51%	(1,289.77)
Capital Outlay	62,850.00	62,850.00	14,316.41	23%	17,108.59	60,000.00	7,005.08	12%	22,994.92
Books, Periodicals, Etc.	1,150,000.00	1,150,000.00	466,745.82	41%	108,254.18	1,125,000.00	312,701.13	28%	249,798.87
	12,933,541.00	12,935,141.00	5,722,595.53	44%	744,974.97	12,652,542.00	5,491,923.87	43%	834,347.13
Inc/(Dec) to Fund Balance			243,778.44				712,133.17		

* 2020 Salary expenditures through paydate 7/10/20.

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

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THROUGH JUNE 30, 2020**

	2020			
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 06/30/20	Actual as a % of Reserve Year to Date
<u>Expenditures</u>				
2019 Operating Budget Reserves	596,511.00	58,218.80	538,292.20	10%
2018 Operating Budget Reserves	419,500.00	29,767.24	389,732.76	7%
2017 Operating Budget Reserves	255,317.00	41,092.72	214,224.28	16%
2016 Operating Budget Reserves	11,219.00	10,065.18	1,153.82	90%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THROUGH JUNE 30, 2020**

	2020			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 06/30/20	Actual as a % of Budget To Date
<u>Expenditures</u>				
2019 LSTA Book Club Grant	5,000.00	465.30	4,534.70	9%
2016 MELSA Technology Grant	104,000.00	12,530.00	91,470.00	12%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THROUGH JUNE 30, 2020**

<u>Fund</u>	2020			
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	Cash Balance as of 06/30/20
Rental Book Revenue	27,897.66	3,075.23	3,649.92	27,322.97
Rental DVD Revenue	11,046.00	9,536.50	13,882.08	6,700.42
Library Gift Fund	376,504.90	99,299.05	62,505.66	413,298.29
Roseville Library Capital Campaign Gift Fund	16,672.71	0.00	549.92	16,122.79

SUMMARY OF GIFTS RECEIVED

APRIL - JUNE 2020

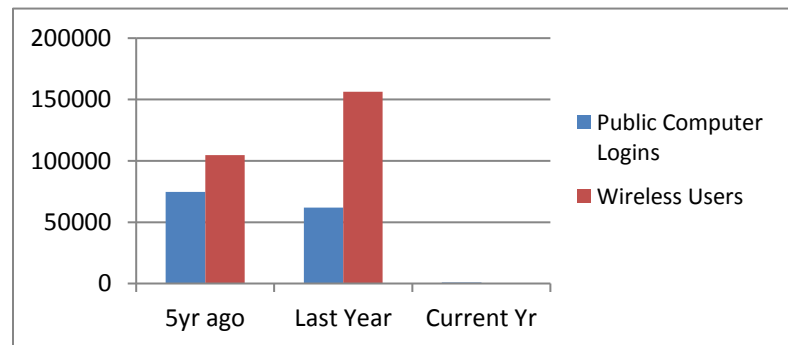
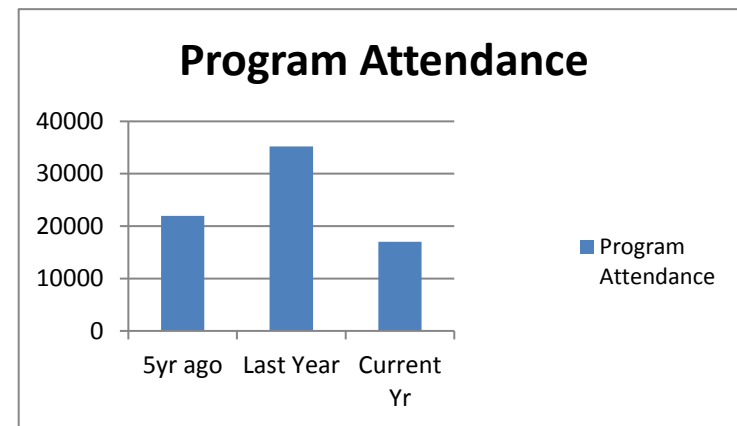
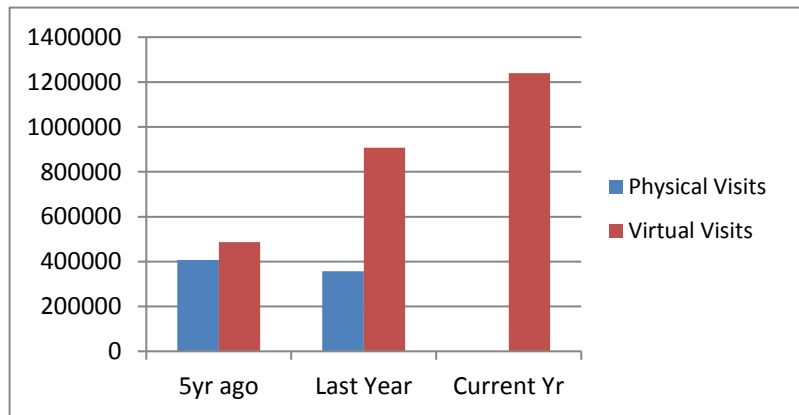
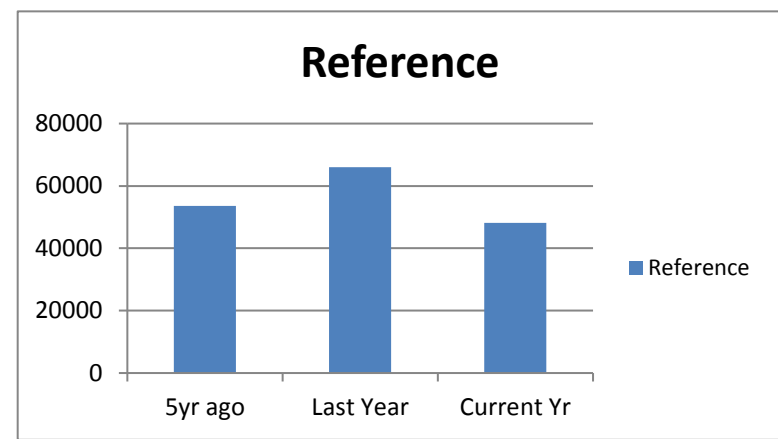
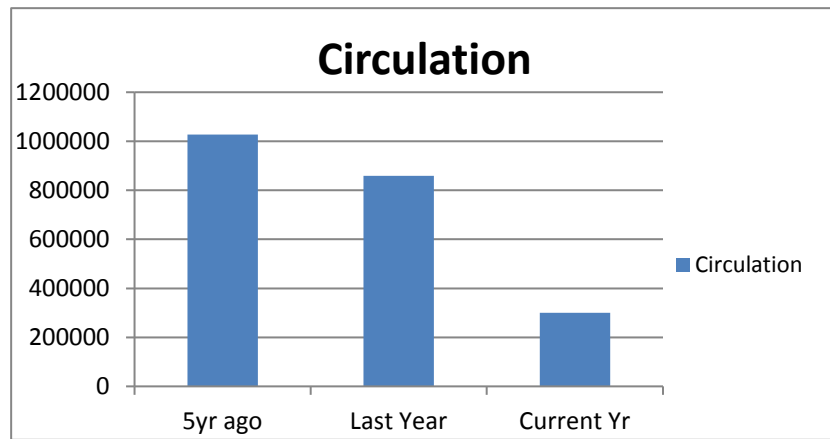
Donor	Purpose	Branch	Amount
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursements	System	\$1,590.77
Anonymous Donor	Alice Handy Memorial	WB	\$20.00
Linda Woo	Library Materials	WB	\$1,000.00
Friends of the Ramsey County Library	Employee Development	System	\$2,500.00
	Volunteer Program	System	\$2,500.00
	Library Newsletter	System	\$3,000.00
	Adult Programs	System	\$14,000.00
	Teen Programs & Supplies	System	\$4,000.00
	Children's Programs & Supplies	System	\$6,000.00
	Teen Summer Learning Program	System	\$8,000.00
	Children's Summer Learning Program	System	\$10,000.00
	Collections	System	\$15,000.00
TOTAL:			\$67,610.77

Statistical Trends

2020 Second Quarter Report

- Statistics for this quarter will be heavily impacted by COVID-19. The libraries closed to the public on March 17. Curbside service launched at Regional Libraries on March 23. Home delivery began the week of April 20th. Curbside service launched at other locations the week of June 1st. Public computing by appointment also launched at Regional Library locations the week of June 1st.
- Overall circulation for the quarter is about 35% of what it was in 2019. However, usage patterns have changed significantly over this quarter. Looking just at the most recent month of July, circulation of physical materials was 37% of last year's amount. Circulation of digital collections, however, was at 145%. Combined, for July, circulation was 49% compared to July 2019.
- Usage of public computers by appointment resulted in 828 reservations.
- In the opening quarter of Home Delivery service, patrons were visited 455 times. 1,023 items were delivered to these patrons by outreach librarians.

Core Service Trends -- Q2



Branches by Quarter 2020

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	90,181	23,797			113,978
Mounds View	27,323	1,993			29,316
New Brighton	38,471	2,071			40,542
North St. Paul	17,491	1,316			18,807
Roseville	228,453	56,353			284,806
Shoreview	112,370	39,748			152,118
White Bear Lake	52,134	3,253			55,387
Tech Services	4,480	2,245			6,725
Remote Renewal	5,629	209			5,838
E-circulation	133,803	169,581			303,384
Total	710,335	300,566	0	0	1,010,901

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	35,512	9,400			44,912
Mounds View	13,209	787			13,996
New Brighton	17,196	818			18,014
North St. Paul	6,475	520			6,995
Roseville	101,573	22,259			123,832
Shoreview	57,015	15,700			72,715
White Bear Lake	24,312	1,285			25,597
Tech Services	835	887			1,722
Remote Renewal	1,835	83			1,918
E-circulation					
Total	257,962	51,739	0	0	309,701

Registrations

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	372	37			409
Mounds View	137	21			158
New Brighton	157	5			162
North St. Paul	51	15			66
Roseville	1,325	456			1,781
Shoreview	348	27			375
White Bear Lake	179	5			184
Tech Services	95	1			96
Remote Renewal					
E-circulation					
Total	2,664	567	0	0	3,231

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	12,961	7,553			20,514
Mounds View	4,095	1,040			5,135
New Brighton	5,967	338			6,305
North St. Paul	3,965	871			4,836
Roseville	31,915	26,169			58,084
Shoreview	11,492	11,297			22,789
White Bear Lake	5,161	858			6,019
Total	75,556	48,126	0	0	123,682

Visits

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	56,772	207			56,979
Mounds View	11,822	0			11,822
New Brighton	20,796	0			20,796
North St. Paul	8,524	0			8,524
Roseville	113,301	447			113,748
Shoreview	42,847	174			43,021
White Bear Lake	27,493	0			27,493
Total	281,555	828	0	0	282,383

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	241	0			241
Mounds View	46	0			46
New Brighton	0	0			0
North St. Paul	0	0			0
Roseville	210	0			210
Shoreview	296	0			296
White Bear Lake	68	0			68
Total	861	0	0	0	861

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	10,527	207			10,734
Mounds View	1,907	0			1,907
New Brighton	3,441	0			3,441
North St. Paul	951	0			951
Roseville	21,864	447			22,311
Shoreview	5,226	174			5,400
White Bear Lake	3,429	0			3,429
Total	47,345	828	0	0	48,173

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	9,449	414			9,863
Mounds View	1,529	0			1,529
New Brighton	3,726	0			3,726
North St. Paul	860	0			860
Roseville	22,139	894			23,033
Shoreview	4,767	348			5,115
White Bear Lake	2,236	0			2,236
Total	44,706	1,656	0	0	46,362

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	21,162	0			21,162
Mounds View	1,162	0			1,162
New Brighton	3,605	0			3,605
North St. Paul	1,156	0			1,156
Roseville	74,091	0			74,091
Shoreview	15,184	0			15,184
White Bear Lake	4,166	0			4,166
Total	120,526	0	0	0	120,526

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	376.00	0.00			376.00
Mounds View	60.00	0.00			60.00
New Brighton	97.50	0.00			97.50
North St. Paul	13.00	0.00			13.00
Roseville	1,292.00	45.00			1,337.00
Shoreview	475.00	0.00			475.00
White Bear Lake	236.00	50.30			286.30
Administration					0.00
Technical Services					0.00
Friends					0.00
Total	2,549.50	95.30	0.00	0.00	2,644.80

Children's programs

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	45	0			45	2,893	0			2,893
Mounds View	39	0			39	697	0			697
New Brighton	29	0			29	765	0			765
North St. Paul	37	0			37	715	0			715
Roseville	98	0			98	4,314	0			4,314
Shoreview	44	0			44	2,802	0			2,802
White Bear Lake	36	0			36	1,075	0			1,075
Admin	1	29			30		16669			16669
Total	329	29	0	0	358	13,261	16,669	0	0	29,930

Children's program attendance**Teen programs**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	29	0			29	243	0			243
Mounds View	2	0			2	4	0			4
New Brighton	0	0			0	0	0			0
North St. Paul	0	0			0	0	0			0
Roseville	42	0			42	291	0			291
Shoreview	52	0			52	159	0			159
White Bear Lake	8	0			8	29	0			29
Admin		15			15		100			100
Total	133	15	0	0	148	726	100	0	0	826

Teen program attendance**Adult programs**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	65	0			65	931	0			931
Mounds View	14	0			14	88	0			88
New Brighton	15	0			15	141	0			141
North St. Paul	0	0			0	0	0			0
Roseville	123	0			123	2,329	0			2,329
Shoreview	57	0			57	287	0			287
White Bear Lake	31	0			31	1,798	0			1,798
Admin	26	31			57	814	236			1,050
Total	331	31	0	0	362	6,388	236	0	0	6,624

Adult program attendance

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Maplewood	522,506	470,977		-100.0%	196,418	184,943		-100.0%	2,253	2,159		-100.0%
Mounds View	140,281	128,648		-100.0%	68,766	63,670		-100.0%	366	281		-100.0%
New Brighton	217,890	210,745		-100.0%	100,373	97,581		-100.0%	576	529		-100.0%
North St Paul	95,693	92,626		-100.0%	33,059	33,519		-100.0%	111	101		-100.0%
Roseville	1,245,826	1,161,556		-100.0%	549,823	517,663		-100.0%	7,598	7,420		-100.0%
Shoreview	583,598	583,914		-100.0%	301,440	303,186		-100.0%	2,630	2,640		-100.0%
White Bear Lake	283,113	267,776		-100.0%	135,042	129,220		-100.0%	1,012	1,065		-100.0%
E-material	425,451	467,557		-100.0%								
Other					10,499	9,130		-100.0%	7,497	7,919		-100.0%
Support Services	23,648	20,796			3,532	3,555		-100.0%				
System Quarter 1	884,845	868,596	710,335	-18.2%	338,385	327,071	257,962	-21.1%	3,558	3,534	2,549	-27.9%
System Quarter 2	888,529	858,360	115,522	-86.5%	348,316	338,133	51,723	-84.7%	3,370	3,606	98	-97.3%
System Quarter 3	944,141	914,125		-100.0%	388,044	374,308		-100.0%	3,800	3,547		-100.0%
System Quarter 4	850,537	801,311		-100.0%	324,207	302,955		-100.0%	11,314	11,427		-100.0%
Annual Total	3,568,052	3,442,392		-100.0%	1,398,952	1,342,467		-100.0%	22,041	22,114		-100.0%

Express checkout percentages

Visits

Meeting room use by outside groups

Location	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Maplewood	89.0%	88.5%		-100.0%	295,166	270,909		-100.0%	907	971		-100.0%
Mounds View	82.8%	82.3%		-100.0%	70,443	69,617		-100.0%	169	189		-100.0%
New Brighton	90.3%	88.8%		-100.0%	108,589	101,198		-100.0%	0	0		0.0%
North St Paul	65.2%	67.2%		-100.0%	35,014	39,806		-100.0%	0	0		0.0%
Roseville	87.5%	86.6%		-100.0%	580,388	542,762		-100.0%	1,002	981		-100.0%
Shoreview	90.6%	86.5%		-100.0%	262,656	250,923		-100.0%	1,070	1,408		-100.0%
White Bear Lake	89.4%	89.7%		-100.0%	147,016	137,439		-100.0%	221	236		-100.0%
System Quarter 1	84.0%	83.7%	82.9%	-1.0%	369,081	337,690	281,555	-16.6%	881	983	861	-12.4%
System Quarter 2	85.1%	84.4%	0.0%	-100.0%	380,829	356,841	828	-99.8%	818	972	0	-100.0%
System Quarter 3	86.3%	85.4%		-100.0%	400,003	385,796		-100.0%	746	859		-100.0%
System Quarter 4	84.5%	83.4%		-100.0%	349,359	332,327		-100.0%	924	971		-100.0%
Annual Average	85.0%	84.2%		-100.0%	1,499,272	1,412,654		-100.0%	3,369	3,785		-100.0%

Public computer logins					Hours of computer use				Wireless users			
Location	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Maplewood	58,797	53,569		-100.0%	52,027	47,447		-100.0%	108,336	107,743		-100.0%
Mounds View	10,367	9,934		-100.0%	9,539	8,995		-100.0%	7,986	7,467		-100.0%
New Brighton	20,190	17,117		-100.0%	15,673	14,613		-100.0%	21,461	19,472		-100.0%
North St Paul	6,296	4,786		-100.0%	5,307	4,137		-100.0%	5,423	3,955		-100.0%
Roseville	120,945	109,525		-100.0%	113,509	105,520		-100.0%	364,868	362,373		-100.0%
Shoreview	31,775	29,592		-100.0%	25,799	27,078		-100.0%	91,178	98,415		-100.0%
White Bear Lake	16,172	14,322		-100.0%	12,871	1,182		-100.0%	23,743	22,357		-100.0%
System Quarter 1	62,306	56,316	47,435	-15.8%	57,632	51,687	44,705	-13.5%	149,437	154,254	120,526	-21.9%
System Quarter 2	72,400	61,760	828	-98.7%	59,519	54,858	1,656	-97.0%	150,209	156,436	0	-100.0%
System Quarter 3	69,673	65,754		-100.0%	62,492	60,092		-100.0%	158,794	160,998		-100.0%
System Quarter 4	60,477	55,015		-100.0%	55,450	52,335		-100.0%	164,555	150,094		-100.0%
Annual Total	264,542	238,845		-100.0%	234,725	218,971		-100.0%	622,995	621,782		-100.0%

Reference					Registrations				Hours open			
Location	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Maplewood	45,604	43,251		-100.0%	2,193	2,048		-100.0%	3,167	3,149		-100.0%
Mounds View	15,405	15,704		-100.0%	650	733		-100.0%	1,769	1,764		-100.0%
New Brighton	18,083	18,551		-100.0%	950	874		-100.0%	2,049	2,225		-100.0%
North St Paul	16,510	13,520		-100.0%	379	263		-100.0%	1,757	1,764		-100.0%
Roseville	130,949	115,843		-100.0%	5,651	6,333		-100.0%	3,167	3,149		-100.0%
Shoreview	42,991	38,311		-100.0%	2,232	1,919		-100.0%	3,173	3,162		-100.0%
White Bear Lake	24,882	18,733		-100.0%	1,139	1,078		-100.0%	2,249	2,242		-100.0%
Technical Services					650	689		-100.0%				
System Quarter 1	75,725	57,993	75,556	30.3%	3,765	3,788	2,664	-29.7%	4,353	4,331	3,629	-16.2%
System Quarter 2	60,008	66,040	48,126	-27.1%	3,043	2,906	567	-80.5%	4,419	4,432	0	-100.0%
System Quarter 3	80,210	71,994		-100.0%	3,711	3,508		-100.0%	4,400	4,424		-100.0%
System Quarter 4	78,481	67,886		-100.0%	3,325	3,735		-100.0%	4,159	4,268		-100.0%
Annual Total	294,424	263,913	123,682	-53.1%	13,844	13,937	3,231	-76.8%	17,331	17,455	3,629	-79.2%

Website visits

	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Quarter 1	794,535	947,936	504,883	-46.7%	112,179	116,914	103,469	-11.5%	103,231	117,864	133,803	13.5%
Quarter 2	906,282	907,805	1,239,946	36.6%	107,060	107,122	141,425	32.0%	103,702	114,686	169,581	47.9%
Quarter 3	879,239	961,773		-100.0%	113,825	110,569		-100.0%	105,031	116,844		-100.0%
Quarter 4	860,094	743,883		-100.0%	105,892	100,723		-100.0%	113,487	118,163		-100.0%
Annual Total	3,440,150	3,561,397	1,744,829	-51.0%	438,956	435,328	244,894	-43.7%	425,451	467,557	303,384	-35.1%

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

	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Quarter 1	4,172	4,484	3,839	-14.38%	5,395	4,536	3,750	-17.33%	\$24,047.63	\$6,888.72	\$9,818.25	42.5%
Quarter 2	4,031	4,233	90	-97.87%	5,337	4,533	745	-83.56%	\$8,801.45	\$6,102.19	\$23,144.87	279.3%
Quarter 3	4,181	4,387		-100.00%	4,915	4,577		-100.00%	\$6,849.85	\$19,235.42		-100.0%
Quarter 4	4,038	4,012		-100.00%	4,556	4,165		-100.00%	\$2,609.27	\$2,061.85		-100.0%
Annual Total	16,422	17,116	3,929	-77.0%	20,203	17,811	4,495	-74.8%	\$42,308.20	\$34,288.18	\$32,963.12	-3.9%

Outgoing ILL**Value of gifts added**

Request for Library Board Action

Meeting Date

August 19, 2020

Action Requested

Information and Discussion

Presented By

Mickey Ladich,
Building Services Manager

SUBJECT:

Second Quarter 2020 Incident Reporting

BACKGROUND:

The number of incidents decreased from first quarter 2020 by 87% due to the buildings being mostly closed to the public. There were a total of 4 incidents reported in the second quarter of 2020.

BOARD ACTION REQUESTED:

For information and discussion.

Incident Report Comparison First Quarter				
	2017	2018	2019	2020
New Brighton	1	0	1	0
Maplewood	1	6	12	15
Mounds View	1	1	0	0
North St. Paul	0	0	0	0
Roseville	14	16	7	5
Shoreview	3	1	4	2
White Bear Lake	1	2	0	1
	21	26	24	23

Incident Report Comparison Second Quarter				
	2017	2018	2019	2020
New Brighton	0	0	0	0
Maplewood	6	8	19	2
Mounds View	2	0	0	0
North St. Paul	1	1	5	0
Roseville	10	11	11	2
Shoreview	4	5	8	0
White Bear Lake	4	3	2	0
	27	28	45	4

Incident Report Comparison Third Quarter				
	2017	2018	2019	2020
New Brighton	2	1	0	
Maplewood	11	11	13	
Mounds View	2	0	0	
North St. Paul	0	0	1	
Roseville	6	24	18	
Shoreview	4	6	7	
White Bear Lake	10	6	5	
	35	48	44	

Incident Report Comparison Fourth Quarter				
	2017	2018	2019	2020
New Brighton	2	0	0	
Maplewood	9	12	19	
Mounds View	2	0	0	
North St. Paul	1	2	0	
Roseville	14	17	14	
Shoreview	9	9	2	
White Bear Lake	2	1	0	
	39	41	35	

Totals	122	143	148	27
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Request for Library Board Action

Meeting Date
August 19, 2020

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Library Fines and Fees Policy

BACKGROUND:

The COVID-19 pandemic has caused serious financial and health crises for residents, with disproportionate impacts on people of color. Since March, the Library has suspended overdue fines in recognition of the fact that some patrons should not or cannot travel to the Library for health or other reasons. The fines suspension prevents residents from accumulating fines or losing borrowing privileges under the circumstances.

Library staff propose to extend the elimination of overdue fines through 2021. We recommend that the Board revise the Fines and Fees policy to reflect this. The Board may review and revise this policy again on its normal cycle at the end of 2021.

This policy change—to suspend all overdue fines—would expand on the Board’s previous decision to eliminate overdue fines on children’s and teen materials as of January 1, 2020. That policy revision focused on youth and parents in order to support literacy and student success and to hold youth harmless for overdue fines and suspended privileges that were often not in their control.

All patrons would experience relief from a policy change that eliminates overdue fines on all materials. Foregoing overdue fines in 2021 would decrease Library revenue by approximately \$190,000. The Library proposes to offset this by utilizing fund balance. The Library would continue to charge patrons fees for lost or damaged items.

If approved, Library staff will bring a draft policy revision to the Board for approval before the end of the year.

BOARD ACTION REQUESTED:

Direct staff to draft a revised Fines and Fees policy for Library Board action before the end of the year.

Request for Library Board Action

Meeting Date
August 19, 2020

Action Requested
Information and Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Renovation Project at RCL-Maplewood

BACKGROUND:

The Library has scheduled a remodeling project at RCL-Maplewood in 2020-2021 with a budget of \$4,230,152. The project is based on a pre-design analysis by MSR Design that outlined issues, solutions, and budget requirements. (See attached pre-design report). The Library Director will review this project at this meeting and discuss next steps.

As noted at the Library Board's July, 2020 meeting, the financing for this project has changed. Originally this project was to be funded in part with Library fund balance (\$1 million) and funds from bonding in 2021 (\$2.77 million).

However, due to the COVID-19 pandemic, the County Manager is reprioritizing bond-financed projects. The County proposes that the renovation at the Library in Maplewood be funded through Library fund balance.

BOARD ACTION REQUESTED:

For information and discussion.



MAPLEWOOD PUBLIC LIBRARY

PRE-DESIGN PROJECT

OBJECTIVES

- **RESOLVE** persistent issues affecting use, comfort, and service
- **RESPECT** the existing architecture: the quality of space, materials palette, and detailing
- **REALIZE** new approaches to space layout that enhance service, increase comfort, and encourage use

ISSUES



NOISE



SIGHTLINES



WORN FINISHES



LOBBY USE



CHILDREN'S



FIREPLACE AREA



COLLECTIONS



TEEN



STAFF

EXISTING FLOOR PLAN



ACOUSTIC RECOMMENDATIONS

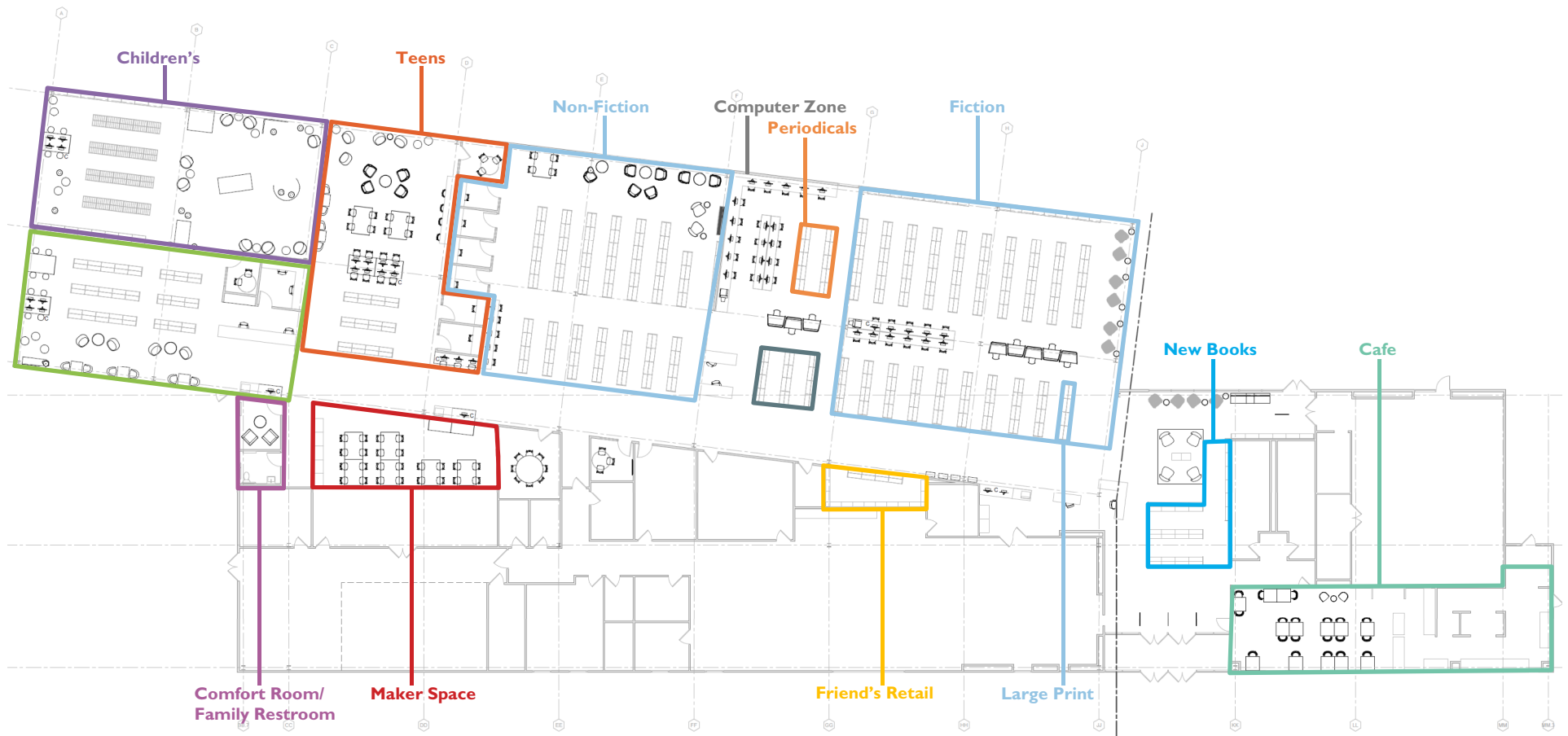
- **USE ZONING** to separate noisy and quiet areas
- **UPDATE EXISTING CEILING TREATMENT** to increase acoustic performance
- **ADD CEILING TREATMENT** throughout so each portion of the ceiling has some form of coverage
- Provide **CANOPIES** at open-ceilinged areas to control noise (service desks, Children's)
- Utilize **WALL TREATMENT** in Children's, Teens, and other noise-producing areas (varies by scheme)

APPROACH

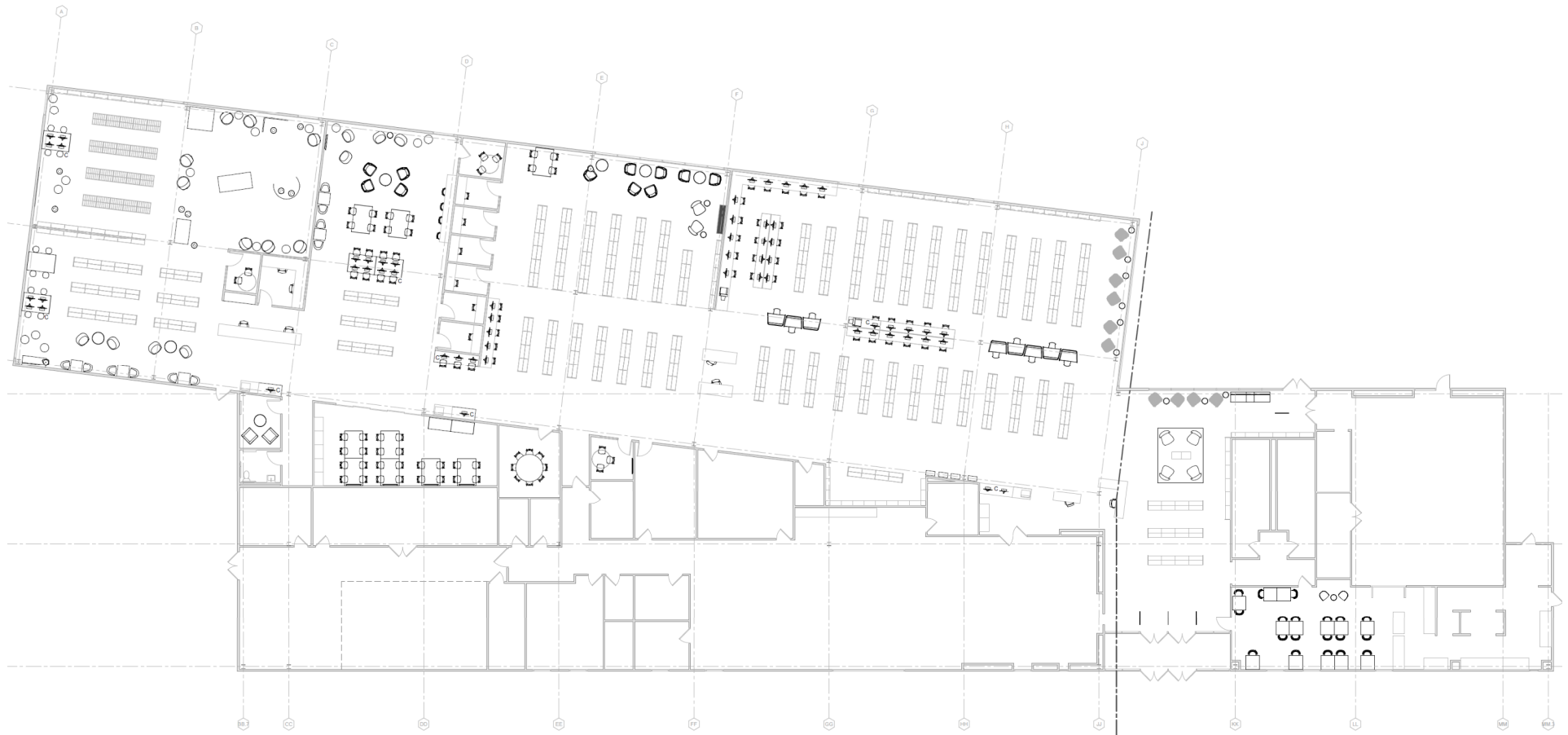


- CREATE DISTINCT COLLECTIONS AREAS FOR IDENTITY AND ACOUSTIC CONTROL
- PROVIDE A MIX OF SEATING TYPES IN EACH AREA FOR CHOICE AND COMFORT
- RELOCATE LIBRARY SERVICE COUNTERS TO ENHANCE VISIBILITY AND ADJACENCY TO PATRON SPACES
- DISTRIBUTE PUBLIC COMPUTERS, LIBRARY CATALOGS, AND SELF-CHECK STATIONS THROUGHOUT EACH COLLECTION AREA FOR EASE OF USE

PROPOSED FLOOR PLAN

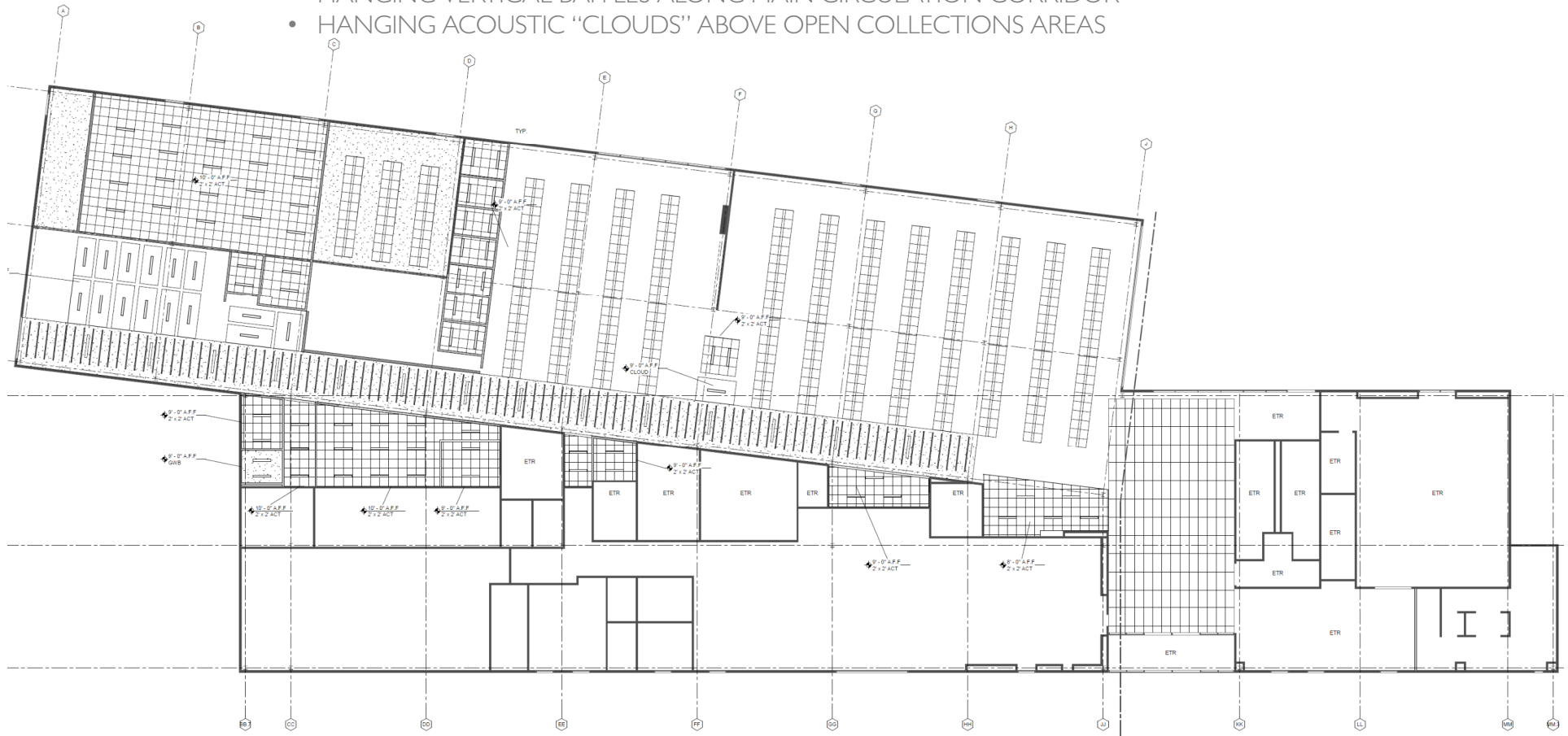


PROPOSED FLOOR PLAN

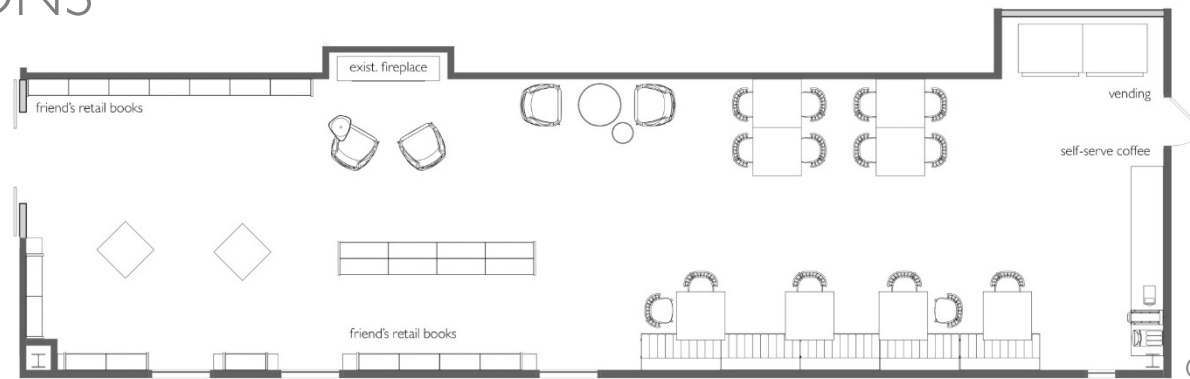


PROPOSED REFLECTED CEILING PLAN

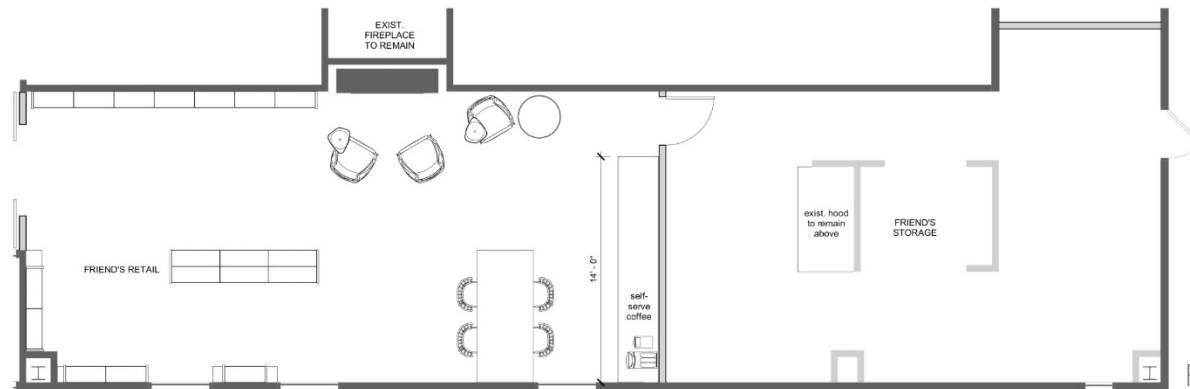
- HIGHER NRC ACOUSTIC CEILING TILE
- HIGHER NRC ACOUSTIC PANELS IN EXISTING FRAMING
- SELECTIVE USE OF SPRAY-APPLIED ACOUSTIC TREATMENT AT UNDERSIDE OF METAL DECK
- HANGING VERTICAL BAFFLES ALONG MAIN CIRCULATION CORRIDOR
- HANGING ACOUSTIC "CLOUDS" ABOVE OPEN COLLECTIONS AREAS



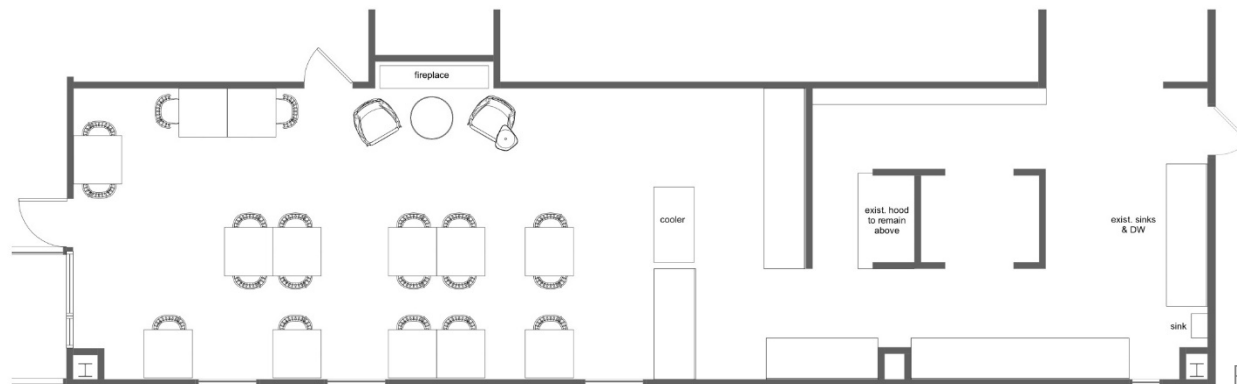
CAFÉ OPTIONS



GUT RENOVATION



PARTIAL RENOVATION




EXISTING TO REMAIN

Ramsey County Library in the news:

- 7/15:
Monitor Midway/Como Vote in party primary election Aug. 11 <http://monitorsaintpaul.com/vote-in-party-primary-election-aug-11/>
- 7/17:
Star Tribune St. Paul, Maplewood struggle to manage homelessness amid pandemic
<https://www.startribune.com/east-metro-cities-struggle-to-manage-homelessness-amid-pandemic/571796752/>
- 7/27:
White Bear Press Washington Avenue: Then & Now - Online Program
https://www.presspubs.com/calendar/arts_and_entertainment/washington-avenue-then-now---online-program/event_166fd836-caaa-11ea-b684-5cb9017b77dc.html
- 7/30:
Star Tribune Virtual entertainment picks: Lissie, Gear Daddies, Guthrie benefit
<https://www.startribune.com/virtual-entertainment-picks-lissie-gear-daddies-guthrie-benefit/571958802/>
- 8/3:
twincitiesgeek.com This Week in Geek (8/3/20–8/9/20) <https://twincitiesgeek.com/2020/08/this-week-in-geek-8-3-20-8-9-20/>
- 8/3:
Pioneer Press St. Paul, Ramsey County debut six career labs at libraries
<https://www.twincities.com/2020/08/03/st-paul-ramsey-county-debut-six-career-labs-at-libraries/>
- 8/3:
Star Tribune St. Paul, Ramsey County use CARES money to help job seekers
<https://www.startribune.com/st-paul-ramsey-county-use-cares-money-to-help-job-seekers/571998082/>
- 8/4:
Pioneer Press As schools, libraries and businesses pivot, the new pandemic-era buzzword is ‘hybrid’
<https://www.twincities.com/2020/08/04/libraries-retooled-for-job-hunters-co-working-centers-for-middle-school-students-as-schools-libraries-and-businesses-pivot-the-new-pandemic-era-buzzword-is-hybrid/>
- 8/10:
WCCO4 Carolyn Holbrook To Discuss New Book In Twin Cities
<https://minnesota.cbslocal.com/2020/08/10/carolyn-holbrook-to-discuss-new-book-in-twin-cities/>

Facebook:


Ramsey County Library
 July 22 at 7:00 PM · 🌐


Today, we will learn to draw toucans using oil pastels with Creative Pastels.

Please note: The accompanying Creative Pastel kits are out, but feel free to follow along with your own home supplies of any type!

There are still different kinds of Read.Make.Do. kits available, while supplies last. These videos are available on [rcreads.org/kids](https://www.rcreads.org/kids). Browse today: <https://bit.ly/3dyfyVo>

This series is funded with money from the Minnesota's Arts and Cultural Heritage Fund.

Let us know what you think: <https://www.rcreads.org/library-program-evaluation-for-legacy/>



1,044
People Reached

73
Engagements

Boost Post

10

9 Comments 3 Shares 429 Views

- Oldest ▼
- 

Karen Tan
Hello participants, if you have any questions, you can post it here.

Like · Reply · Message · 2w
- 

Karen Tan
Hello Amy Archibald, thanks for joining here.

Like · Reply · Message · 2w
- 

Karen Tan
If you are watching right now, you can say hello here? Let me know who is participating 😊

Like · Reply · Message · 2w
- 

Hannah Kim
Hi and can you please go slower?

Like · Reply · Message · 2w

👉 1 Reply
- 

Karen Tan
Hello Par Nar , Hello Angie 😊

Like · Reply · Message · 2w
- 

Karen Tan
For those who draw along, don't forget to share your artwork with us here. Thanks and see you next week!

Like · Reply · Message · 2w
- 

Amy Meyers
we will 🙌 1

Like · Reply · Message · 2w
- 

Anna Zbacnik
What size of paper are you using? Just black construction paper?

Like · Reply · Message · 2w


Ramsey County Library
 Published by Pa Na Lor (7) · July 25 · 🌐

A statewide mandate requiring Minnesotans to wear a face covering in all public indoor spaces and indoor businesses goes into effect today, July 25.

Types of face coverings can include a paper or disposable mask, a cloth mask, a neck gaiter, a scarf, a bandanna, or a religious face covering. The face covering must cover the nose and mouth completely. The covering should not be overly tight or restrictive and should feel comfortable to wear.

Research has shown that use of face coverings is a simple and effective step to slow the spread of COVID-19, especially when combined with other prevention efforts such as social distancing and hand hygiene.

Learn more about mandate including people who are exempt from the face covering requirement:
<https://www.health.state.mn.us/.../coronavi.../facecoverfaq.html>



Ramsey County, Minnesota 🌐
 July 25 · 🌐

A statewide mandate requiring Minnesotans to wear a face covering in all public indoor spaces and indoor businesses goes into effect today, July 25.

Types of fa...
[See More](#)

1,107
People Reached


94
Engagements

Boost Unavailable




 Kim Delveaux, Alyssa Stevenski and 35 others

3 Shares


Ramsey County Library
 Published by CoSchedule App (7) · July 25 · 🌐

Need a mask? The goal of The Mask Movement is simply to make sure that everyone can get their hands on face masks as part of the broader community-level COVID-19 pandemic response. All the masks were sewn by volunteers in your local community. <https://maskmvt.org/> 🙌




MASKMVT.ORG
The Mask Movement
 A Local, Grassroots Mutual-Aid Effort Connecting Mask-Makers with...

✅ **Get More Likes, Comments and Shares**
 When you boost this post, you'll show it to more people.

1,103
People Reached

90
Engagements

Boost Post


 Alyssa Stevenski, Connie Reynosa and 9 others

13 Shares

Ramsey County Library
Published by Pa Na Lor [?] · July 27 · 🌐

"Edited: This post corrects a spelling error and clarifies start date."
Starting today, the library in Roseville will start Grab & Go services.

- 🚫 Roseville will discontinue curbside pickup.
- ✅ Patrons will be limited to the request shelves & self-check areas only.
- 😷 Wear a mask & keep at least 6 ft between you and others.

Home delivery is available for eligible residents: www.rclreads.org/home-delivery/
Modified services: www.rclreads.org/news/rcl-closed-faq/

RCL - ROSEVILLE GRAB & GO SERVICE

- ♦ Roseville will discontinue curbside pickup.
- ♦ Patrons will be limited to the request shelves & self-check areas only.
- ♦ Wear a mask and keep at least 6 feet between you and others.

2,057 People Reached 286 Engagements [Boost Post](#)

👍👍👍 Jing Yang, Rosemary Johnson and 33 others 4 Comments 9 Shares

👍 Like 💬 Comment ➦ Share 📄 Print

Oldest ▾

Nicole Bement Lindstrom Will there be help desk staff?
Like · Reply · Message · 2w

Ramsey County Library Hi Nicole, We do have staff at the Service Desk to assist with request pickup. We are, however, trying to minimize contact and observe social distancing.... [See More](#)
Like · Reply · Commented on by Pa Na Lor [?] · 2w

Nicole Bement Lindstrom Ramsey County Library So I will be able to pick up a request for a friend if I'm in the computer under her account as someone who can do her pickups?
Like · Reply · Message · 2w

Ramsey County Library Nicole Bement Lindstrom Correct. As long as you are an authorize user on the account, you should be able to pick her holds.
Like · Reply · Commented on by Pa Na Lor [?] · 1w

Claire Rose Thanks so much for all you do to keep everyone safe and still allow us to check out books! We appreciate you 🙏
Like · Reply · Message · 2w

Ralph Edwards Why can't you open?? No different than Walmart
Like · Reply · Message · 5d

Ramsey County Library Hi Ralph, Currently, there is no timeline for re-opening or partial opening. We are offering modified services for residents. To learn more, please visit: www.rclreads.org/news/rcl-closed-fa

Rachel Otterness Oh bumper this makes it a lot harder with kids. Are other locations still doing curbside pickup?
Like · Reply · Message · 2w

Ramsey County Library Hi Rachel, The libraries in Maplewood, New Brighton, North St. Paul, Shoreview and White Bear Lake will still have curbside pickup.
Like · Reply · Commented on by Pa Na Lor [?] · 2w

Chelsea 'Meyer' Ankeny Oh this is great news! Do we just change our preferred location to one of the other libraries? I'd prefer to support and use the Roseville library but have 3 young children which makes curbside so much easier.
Like · Reply · Message · 2w


Ramsey County Library Chelsea 'Meyer' Ankeny Correct. Please note: It will take an extra day or two to process the hold.
Like · Reply · Commented on by Pa Na Lor [?] · 2w

Chelsea 'Meyer' Ankeny Ramsey County Library Wonderful! Thank you! We really appreciate all of the hard work of the library staff.
Like · Reply · Message · 2w

Ramsey County Library
Published by CoSchedule App [?] · July 28 · 🌐

"I just wanted to say thank you so much for the free activity kits. I had lots of fun with mine (the cookie pops), and had enjoyed the book as well. Good luck and have a fantastic summer!" - Meille

Thank you for sharing! Request a kit & share with us: rclreads.org/makerteen-home-kits/



1,131 People Reached 121 Engagements [Boost Post](#)
Donna Miller and 22 others 1 Comment

👍 Like 💬 Comment ➦ Share 📄 Print

Oldest ▾

Angi Moore I love your Penzey's dish towel! 🍷
Like · Reply · Message · 2w

Google:

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

[← All questions](#)



margret obrien

how can request a book?

Like



Ramsey County Library - Maplewood (Owner)

3 weeks ago

Hi Margret,

- 1) Go to rclreads.org and search the item you will like to check out.
- 2) Select the item and click on the green "Place a hold" button on the right hand side.
- 3) Then, login with your library card.
- 4) Once the item is available to be picked up, you will get an email.
- 5) Curbside pickup procedures can be found here: www.rclreads.org/curbside-pickup/

If you do not have a library card, you can obtain one by calling 651-724-6001.

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

[Write a review](#)

4.3 52 reviews

Sort by: Newest

[All](#) [kids 8](#) [cafe 5](#) [movies 4](#) [trails 3](#) [study 3](#) [walking 3](#) [computers 3](#)



Mary Culbertson

Local Guide · 34 reviews

★★★★★ 4 days ago

They are working hard and doing a great job during the pandemic. I picked up a book here and there are also very helpful on the phone even though they are getting tons of phone calls

Ramsey County Library - Mounds View

2576 Mounds View Blvd, Mounds View, MN

[Write a review](#)

4.7 16 reviews

Sort by: Newest

[All](#) [children 4](#)



Greg Matern

Local Guide · 15 reviews · 9 photos

★★★★★ a week ago

I've taken my children here to get books to read on a regular basis. When they closed due to COVID-19, we missed visiting and having new reading material.

This past weekend, we found out that they do curbside pickup. Since we usually browse for books that look interesting and that wasn't an option, the librarian offered to pick out books.

I gave them the kids' ages and a couple books they've liked before, and 5 minutes later they were ready to pick up curbside. The librarian made excellent choices and I think we've found a new routine in these unique times.

Twitter:



Roseville, MN @RosevilleMN · Jul 10

@RamseyCounty makes it really easy to #vote. Voting available at @rclreads in Roseville, @newbrightonmn Community Center & Ramsey Co on Plato Drive cityofroseville.com/CivicAlerts.as...



MJ @M_3927 · Jul 12

deleted tweet,
it was more of a mixed week
the decent things were good,
the sense of upheaval was tough.
glad for church online,
grateful for a friend and phone calls,
thankful for @rclreads for resources
Wish I could sleep through the night...
I will try again tomorrow.



MJ @M_3927 · Jul 23

Thanks to @RamseyCounty and @rclreads for the mask policy. It was a relief to have all patrons masked up.
I am grateful for the talented staff and the excellent resources.



MJ @M_3927 · Aug 5

@rclreads belated kudos to the Roseville team for the 8/04 afternoon computer session. The staff member was excellent taking care of a few patrons that required extra care and were not generous with their thanks. Well done. Praise well deserved. Thanks, MJ



MJ @M_3927 · Aug 7

Replying to @boulderlibrary and @bouldercolorado

Well done. My local @rclreads has similar policies and procedures. Having access to the public library is a blessing during this time. Thanks for taking care of this wonderful city.

1 2



MJ @M_3927 · Aug 10

Replying to @justplainbob

I just returned from @rclreads location that also has early voting. Steady stream of walk-in voters.
good to see.

1



MJ @M_3927 · Aug 10

Replying to @boulderlibrary @bouldercolorado and @rclreads

A family member is a resident and I hope the public library will give them another venue to frequent. Thanks!

1

