

**Ramsey County Library
Board of Trustees Meeting
November 18, 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/93852842813?pwd=QmFtMCt1Yjc1UHBLNF4WkVJQWJ0dz09;>
Phone: 651-372-8299; Meeting ID: 938 5284 2813; Passcode: 072618.

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. Part of the Executive Session will be closed to the public pursuant to Minn. Stat. § 13D.05, subd. 3.

- I. Call to Order**
- II. Public Comment (6:30-6:35)**
- III. Approval of Agenda (6:35)**
- IV. Consent Agenda (6:35-6:40)**
 - A. Approval of September 16, 2020 Minutes (2)
 - B. Director's Report (3)
 - C. Resolution Regarding the Retirement of Annette Gagnelius (4)
 - D. 2020 Third Quarter Reports (5)
 - 1. Workplan Report (6)
 - 2. Financial Report (7)
 - 3. Statistical Report (8)
 - 4. Incident Reports (9)
- V. Action Items (6:40-7:00)**
 - A. 2021 Holiday Calendar (10)
 - B. Ramsey County IT Consolidation Funding (11)
- VI. Discussion Items (7:00-8:30)**
 - A. Ramsey County Library in Maplewood Renovation (12)
 - B. Ramsey County Conduct Policy (13)
 - C. Performance Review Process Update (14)
 - D. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

December 16, 2020 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Library Board Self Evaluation CIP Budget Request
January 20, 2021 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Annual Meeting 2021 Workplan
February 17, 2021 6:30 p.m.	RCL – Roseville 2180 Hamline Avenue North	2020 Fourth Quarter Reports Year End Reserve Lists

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 September 16, 2020

LIBRARY BOARD PRESENT:

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

STAFF PRESENT:

Jill Boldenow, Library Director; Mary Larson, Library Board Coordinator; Lynn Wyman, Deputy Director; Jeff Eide, Senior Library Manager; Chuck Wettergren, Digital Services Manager; Carol Jackson, Shoreview Library Manager; Monica Stratton, Maplewood Library Manager

OTHERS PRESENT:

Ryan O'Connor, Ramsey County Manager; Mary Jo McGuire, Ramsey County Commissioner; Cyndi Cook, Friends of the Ramsey County Library Executive Director; Johanna Berg, Deputy Ramsey County Manager; Jean Krueger, Ramsey County Property Management Director; Jennifer McMaster, Ramsey County Project Manager

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:

Woods made a motion to approve the agenda for September 16, 2020, as presented. Willems seconded the motion, which was approved unanimously via roll call vote.

APPROVAL OF MINUTES:

Chiclana-Ayala made a motion to approve the minutes of August 19, 2020 as presented. Chang seconded the motion, which was approved unanimously via roll call vote.

DIRECTOR'S REPORT:

Summer Learning Program – A grateful parent wrote last week to say, “COVID-19 upended our lives in many ways this summer, but the *Read. Make. Do.* kits were a silver lining during an otherwise difficult and challenging time. It was an absolute joy watching my daughter learn, discover, and create.” Participants Julia and Nick also sent their thanks.

In all, patrons picked up 904 *Read. Make. Do.* kits this summer. *Maker Teen* kits were also a hit, with 878 distributed. We also distributed over 3,000 Summer Learning Program participation bags, which included a free book, to kids and teens. Teens in the program wrote over 2,400 book reviews. Our online platform, Beanstack, tracked three summer challenges engaging pre-K children, kids, and teens. In total, these participants read and logged over 10,300 books this summer! Kudos to RCL's children's and teen librarians and all the staff who supported the Summer Learning Program! Thanks, too, to the Friends of the Ramsey County Libraries for their generous financial support of this program.

2021 Supplementary Budget Process – On September 3, 2020, I joined colleagues in the Economic Growth and Community Investment service team to present to the Ramsey County Board of Commissioners as part of the 2021 supplementary budget process. I described the Library's current modified services and acknowledged the big lift from Library staff and colleagues to meet resident needs at this time.

The supplementary budget process is typically focused on performance measures. I discussed one key performance measure in depth—the number of youth with active library accounts—and the strategies used to raise this measure. I spoke about the Library's efforts to advance racial equity and community engagement, and I highlighted an Open Data Portal story, "[Ramsey County Library by the Numbers](#)," which showcases the Library's vital resources for all ages.

Due to the COVID-19 pandemic and its impact on County revenues, the County Manager has proposed a modified 2021 budget. The proposed changes to the Library's operations budget include:

- A decrease in revenue of \$190,000 in 2021 to reflect the elimination of fines on adult materials.
- A decrease in levy funding of \$332,537 in 2021, to be offset by reducing the Library's personnel budget by \$166,537 and using \$166,000 from fund balance.

The County also reprioritized capital projects to be funded by bonds in 2021. The County recommends that the renovation of the Library in Maplewood be funded with Library fund balance, not bond funds as previously planned.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

The **Friends volunteers** answer to the pandemic and cancellation of the annual book sale at Shoreview? Hold a socially distanced curbside bag sale! Sales are going very well--\$1,400 so far--a great help in reaching our 2020 goal of \$130,000 for RCL grants. This sale is also getting recently weeded books into the hands of enthusiastic readers throughout the community and making so many people happy.

Here are just a few comments:

"I picked up my two bags this morning. Some new authors. Some old friends. And not one book I have read before. Thank you Friends! Christmas in September!"

"I got lots of good books and will be back for more. Thanks"

"RCL Friends volunteers are the BEST!"

Thank you, **Shoreview Kowalski's**! We were running low on bags and Kowalski's came to the rescue by donating grocery bags for the Curbside Bag Sale.

COUNTY MANAGER MEETING:

Ramsey County Library Board members welcomed Ramsey County Manager Ryan O'Connor for discussion on the roles of the County and the Library Board. Board members introduced themselves, and O'Connor outlined his background with the County before being hired as County Manager in 2018.

O'Connor indicated that Ramsey County adopted a new mission, vision and goals in 2015, and implemented four service teams to encourage collaboration between County departments. He noted that libraries are one of the most trusted institutions in community, evidenced by the wildly successful MNSure navigators located at RCL. The collaboration illustrated that residents welcomed the opportunity receive County services outside the downtown area, and spearheaded the Residents First initiative that now includes service centers in the three regional Ramsey County libraries.

The Library Board members voiced their support for the service centers, noting that Ramsey County Library has an extensive history with community engagement initiatives and equity training for staff. They shared concerns about the impact of providing the new services on library patrons and asked to be included in future planning.

O'Connor and the Library Board discussed creating a memorandum of understanding (MOU) to clarify the roles of the County Board and the Library Board. He noted that Ramsey County District Courts and the County Board signed an MOU in 2019. The Library Board members expressed interest in meeting with the County Board to further clarify roles and responsibilities. Deputy County Manager Johanna Berg and Library Director Jill Boldenow will take the lead on keeping the Library Board involved and informed on discussions related to service centers in the libraries.

LIBRARY FINES AND FEES POLICY:

At the Library Board's August meeting, the Board directed staff to revise the Fines and Fees policy to reflect the suspension of overdue fines for all materials. This documents a practice that the Library instituted in March due to the COVID-19 pandemic. The Library suspended overdue fines in recognition of the fact that some patrons should not or cannot travel to the Library for health or other pandemic-related reasons. The fines suspension prevents residents from accumulating fines or losing borrowing privileges under the circumstances.

The revised Fines and Fees policy reflects the overdue fines suspension. The Board will review this policy again on its normal cycle at the end of 2021. Foregoing overdue fines in 2021 will 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.

Ly-Xiong made a motion to approve the updated Fines and Fees Policy. Willems seconded the motion, which was approved unanimously via roll call vote.

LIBRARY ACCOUNTS POLICY:

With the Library Board approval of the Fines and Fees policy revision, staff recommend a revision of the Library Accounts policy as well. This revision removes the reference to Fine-Free accounts, which are not needed and would be a confusing designation to include under these circumstances.

Chiclana-Ayala made a motion to approve the updated Library Accounts Policy. Ly-Xiong seconded the motion, which was approved unanimously via roll call vote.

LIBRARY DIRECTOR'S PERFORMANCE APPRAISAL AND SALARY REVIEW:

The Library Board went into Executive Session to discuss the 2020 performance appraisal and salary review for Library Director Jill Boldenow. Following the conclusion of the Executive Session, Berry made a motion to award Boldenow a merit increase of 2% added to her base salary, effective September 12, 2020. Chang seconded the motion, which was approved via majority roll call vote, with Chiclana-Ayala dissenting.

NEXT MEETING:

October 21, 2020 – 6:30 p.m.

ADJOURNMENT:

Following a motion by Woods and a second by Berry, Neblett adjourned the virtual meeting at 9:15 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

DIRECTOR'S REPORT**November 2020**

Sept/Oct Staff Updates:

Hired:	Aileen Dwyer, CTEP at RCL-Roseville
Resigned:	Alyssa Schmidt, Library Page at RCL-Shoreview
Resigned:	Michelle Leedahl, Librarian at RCL-Roseville
Resigned:	Jia Sean Lim, Student Worker at RCL-Roseville

Important Dates – For the Thanksgiving holiday, all libraries and offices are closed November 26; Administration and Technical Services are closed November 27.

Lynn Wyman Retiring – With mixed emotions, I share that Lynn Wyman will retire after 40 years of employment at Ramsey County Library. Lynn's last day is February 26, 2021. There will be more to come to highlight and celebrate Lynn's career accomplishments at RCL. For now, we acknowledge that Lynn has had a huge impact on the organization and on us, and we will certainly miss her. She has much to be proud of here and much to look forward to in her well-deserved retirement!

Elections at Libraries – Ramsey County Library hosted voting at several sites this election season, one marked by remarkably high voter turnout. RCL-Roseville saw record numbers of people queuing up to vote and drop off ballots between September 18 and November 3. We also accepted ballots at RCL-Shoreview and Maplewood. RCL-White Bear Lake hosted voting a week prior to Election Day, and RCL-Maplewood was a polling place on Election Day. Ramsey County Elections staff, Library staff, and all election judges and others who supported this activity deserve a big hand for managing this process and the impressive turnout.

Elections Results – Three incumbents were re-elected to serve on the Ramsey County Board of Commissioners. Congratulations to Commissioners **Mary Jo McGuire**, representing District 2; **Nicole Joy Frethem**, representing District 1; and **Victoria Reinhardt**, representing District 7.

One Book | One Minnesota – We invite participation in the statewide book club engaging Minnesotans to read and discuss a common title. The new title is Louise Erdrich's *The Plague of Doves*. The e-book and e-audiobook are available through Ebooks Minnesota until December 13th. Librarian Paul Lai leads a book club discussion on Thursday, December 3, at 7:00 p.m. Learn more here: <https://rclreads.bibliocommons.com/events/search?q=plague%20of%20doves/event/5f8e017d17d56731005d6287>

New County Leaders Announced – Kathy Hedin was recently named Ramsey County Deputy County Manager of Health and Wellness. She was previously Ramsey County's Public Health Director, serving as a visible and trusted leader throughout the pandemic. Keith Lattimore was recently named the first director of Ramsey County's Housing Stability department, which is part of the Economic Growth and Community Investment (EGCI) service team. Lattimore was previously director of the MNChoices and Aging & Disability Services division of Social Services and has served as Operations Chief for Homelessness and Housing Stability during the pandemic.

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Approve Resolution

Presented By
Mary Larson,
Library Board Coordinator

SUBJECT:

Resolution Regarding the Retirement of Annette Gagnelius

BACKGROUND:

Annette Gagnelius announced her retirement from her position of Clerk Typist 3, effective November 30, 2020. A resolution honoring Annette for her 24 years of service is attached.

BOARD ACTION REQUESTED:

To approve the Resolution Regarding the Retirement of Annette Gagnelius, and to authorize the Library Board Chair to sign the document.

Resolution Regarding the Retirement of Annette Gagnelius

- Whereas,** Annette Gagnelius has been a Ramsey County Library employee since April 1996; and
- Whereas,** She began her career as a Library Page, was promoted to Clerk Typist, and later served as a lead clerk, working at the libraries in White Bear Lake, Arden Hills, Roseville, and New Brighton; and
- Whereas,** Annette has excelled at the circulation duties she has undertaken during her career at Ramsey County Library, including serving as her branch circulation leaders representative, volunteer coordinator, homebound service coordinator, supply coordinator, and safety committee representative; and her leadership during the closing of Arden Hills and the move to New Brighton, as well as her coordination of volunteers from both sites, contributed to a successful transition; and
- Whereas,** She is known for her warm and engaging presence at the circulation desk; for being unflappable but kind when dealing with difficult patrons; for her deep knowledge of policies and procedures and the intricacies of Horizon; for serving as a positive mentor to volunteers; for her effective communication skills and attention to detail; for her sense of humor and positive outlook; and for her amazing coconut bread; and
- Whereas,** Annette has decided to retire from her position of Clerk Typist 3 effective as of November 30, 2020; and
- Now, Therefore
Be It Resolved,** That the Ramsey County Library Board of Trustees and Library staff extend their appreciation to Annette Gagnelius for over 24 years of dedicated service to Ramsey County Library.

Library Board Chair

Adopted November 18, 2020

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Information and
Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:
2020 Third 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; 2,276 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 ○ Modified to sustain 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 ○ Supported phone registration for instant access to e-resources and limited borrowing privileges ○ Set up computers in MP, SV and RV service centers Quarter 3 <ul style="list-style-type: none"> ○ Fines change outcomes <ul style="list-style-type: none"> • YTD: 807 formerly blocked youth checked out 9,162 items • YTD: Registered new cards for 806 under age 18; 3,600 over age 18 ○ Evolved modified services; met increasing demand ○ Approved fine-free policy to include all materials

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<p>Improve digital U/X and equipment for patrons and staff (CW)</p> <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 • Produce Technology Plan 2020-2022 • Complete VOIP project • Complete IT consolidation (IS managing network, servers, desktop support) • Add outlets in RV 2nd floor 	<p>Quarter 2</p> <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 ○ 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 <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Updated Cybrarian to support guest passes for Library and Service Centers ○ Completed migration of Library servers onto IS infrastructure ○ Implemented fine free configurations in Horizon to prevent accumulation of fines
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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 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 	<p>Quarter 1</p> <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

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	<ul style="list-style-type: none"> ○ Provided 52 Maker programs for 543 students ○ Began providing online programs with the onset of the COVID-19 pandemic <p>Quarter 2</p> <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 ○ 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 <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Provided a total of 51 virtual children's programs with 14,565 views ○ Provided 15 Family Storytimes via Facebook with 3,501 views and 19 Guest Star Storytimes with 6,375 views ○ Saw a total of 872 kids participate in <i>Summer Break @Home with your Library</i>, a revamped summer reading program with virtual programs and curbside pickup of participation bags and maker kits ○ Distributed 904 Read. Make. Do. kits to children ○ Enrolled 71 new preschoolers in 1,000 Books Before Kindergarten; participants logged 3,853 books
<p>Engage teens through vibrant programming/strategic partnerships (LW)</p> <ul style="list-style-type: none"> • Offer dynamic teen programming • Recruit and onboard new teen librarian • Deliver virtual and take-home learning opportunities 	<p>Quarter 1</p> <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

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	<ul style="list-style-type: none"> ○ 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 365 Homework Help sessions ○ Provided student cards to 20 youth at school events ○ Hired and trained the new RV teen librarian <p>Quarter 2</p> <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 ○ Provided 158 Homework Help sessions <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Offered 37 virtual programs with 316 teen attendees ○ Provided Maker Teen at Home kits with 11 different craft and STEAM activities; distributed 621 kits ○ Continued to use Beanstack for the Teen Summer Learning Program; a total of 410 teens registered and completed 2,439 book reviews ○ Provided 190 Homework Help sessions
<p>Offer robust digital literacy and maker programs (CW)</p> <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 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Offered 89 digital literacy labs and classes with 544 participants ○ Offered 30 adult makerspace programs with 544 participants <p>Quarter 2</p>

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	<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 Quarter 3 <ul style="list-style-type: none"> Provided 69 adult programs with attendance of 1,833 Delivered 15 history programs for 1,192 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

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	<ul style="list-style-type: none"> Completed installation of LSTA-funded amenities in the RV children's reading garden <p>Quarter 3</p> <ul style="list-style-type: none"> Circulated 470,003 library materials to residents Served 13,100 visitors in-person through public computing appointments, early voting, and Grab & Go library materials service Received laser engraver and completed training
<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>Quarter 3</p> <ul style="list-style-type: none"> Supported 1,787,880 page views on the library's website Facilitated 6,439 sessions on library computers Connected patrons with 7,009 Library Wifi sessions

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<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 <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Partner with Keystone Community Services to begin offering food to residents via a monthly food truck ○ Made 414 home deliveries of library materials
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Priority 4. Work proactively with partners to support community well-being.

Initiatives	Results and measures
<p>Support adult life skills and well-being in programming (JB, stats to JE)</p> <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 	<p>Quarter 1</p> <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 <p>Quarter 2</p>

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	<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 <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Provided 18 Life Skills programs, reaching a total audience of 322 ○ Worked with 51 partner organizations on support, outreach and programming ○ Provided in-person absentee voting for the general election
<p>Leverage CTEP AmeriCorps program (CW)</p> <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 	<p>Quarter 1</p> <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 <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Hired four CTEP workers for with three re-hires
<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 • Maintain teen job fairs, Youth in Public Sector Academy, etc. 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Served after-school snacks at MP through Youthprise ○ 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>Quarter 3</p>

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none">○ Continued our partnership with Youthprise, distributing 500 bags of food at MP, each bag with enough food to provide 7 days of lunches and snacks
<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 <p>Quarter 3</p> <ul style="list-style-type: none">○ Engaged more volunteers in libraries○ Supported limited return of volunteers managing book inventory, preparing for sales online and onsite

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: November 12, 2020

Subject: Third Quarter 2020 Financial Report

Attached is the 3rd quarter 2020 financial report. Highlights include:

- ❖ Property tax revenues are on track for the first half of the year. The first installment of County Program Aid was received in the third quarter and also appears to be on track to meet projections for 2020.
- ❖ Revenue from Library Fines is down significantly following the suspension of adult overdue charges due to the COVID-19 pandemic, and the elimination of overdue charges on youth materials effective at the beginning of 2020. Duplicating Copies revenue is also down since the suspension of walk-in service 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 Fringe Benefits are on track, and Supplies costs are down significantly with the Library facilities closed to walk-in services.
- ❖ Revenues and expenditures are being closely monitored, and operating surpluses are on track to offset revenue losses for the year.
- ❖ Expenditures related to modified library services are being tracked, and are eligible for reimbursement via federal COVID-19 CARES funding.

LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THROUGH SEPTEMBER 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	5,933,306.58	52%	2,587,841.67	10,896,955.00	5,660,146.25	52%	2,512,570.00
County Program Aid	678,210.00	678,210.00	339,105.00	50%	169,552.50	621,415.00	0.00	0%	466,061.25
Fines	240,000.00	240,000.00	78,900.91	33%	101,099.09	500,000.00	278,008.82	56%	96,991.18
MELSA	200,000.00	200,000.00	197,563.76	99%	(47,563.76)	200,000.00	0.00	0%	150,000.00
PERA Rate Increase Aid	0.00	0.00	10,409.00	N/A	(10,409.00)	21,652.00	21,412.00	99%	(5,173.00)
Duplicating Copies/Sales	79,000.00	79,000.00	28,728.22	36%	30,521.78	72,500.00	61,120.63	84%	(6,745.63)
Interest on Investments	75,000.00	75,000.00	9,866.78	13%	46,383.22	10,000.00	41,174.99	412%	(33,674.99)
Building & Structures (Rent)	76,400.00	76,400.00	12,118.75	16%	45,181.25	105,000.00	58,108.75	55%	20,641.25
Recoveries	0.00	0.00	43,041.94	N/A	(43,041.94)	0.00	769.62	N/A	(769.62)
Transfers from Other Funds	225,000.00	225,000.00	225,000.00	100%	(56,250.00)	225,000.00	225,000.00	100%	(56,250.00)
Total Revenue	12,935,141.00	12,935,141.00	6,878,040.94	53%	2,823,314.81	12,652,522.00	6,345,741.06	50%	3,143,650.44
<u>Expenditures</u>									
Salaries*	6,051,991.00	6,051,991.00	4,363,049.33	72%	175,943.92	6,191,098.00	4,227,849.23	68%	415,474.27
Fringe Benefits*	2,221,671.00	2,223,271.00	1,593,127.19	72%	74,326.06	2,271,908.00	1,584,100.44	70%	119,830.56
Other Services & Charges	3,267,029.00	3,267,029.00	1,772,586.18	54%	677,685.57	2,848,536.00	1,596,224.74	56%	540,177.26
Supplies	180,000.00	180,000.00	68,944.30	38%	66,055.70	156,000.00	133,861.88	86%	(16,861.88)
Capital Outlay	62,850.00	62,850.00	22,272.79	35%	24,864.71	60,000.00	8,006.69	13%	36,993.31
Books, Periodicals, Etc.	1,150,000.00	1,150,000.00	730,716.17	64%	131,783.83	1,125,000.00	551,218.17	49%	292,531.83
	12,933,541.00	12,935,141.00	8,550,695.96	66%	1,150,659.79	12,652,542.00	8,101,261.15	64%	1,388,145.35
 Inc/(Dec) to Fund Balance			 (1,672,655.02)				 (1,755,520.09)		

* 2020 Salary expenditures through paydate 10/16/20.

* 2019 Salary expenditures through paydate 10/18/19.

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

	2020			
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 09/30/20	Actual as a % of Reserve Year to Date
<u>Expenditures</u>				
2019 Operating Budget Reserves	596,511.00	100,115.70	496,395.30	17%
2018 Operating Budget Reserves	419,500.00	43,862.64	375,637.36	10%
2017 Operating Budget Reserves	255,317.00	45,185.57	210,131.43	18%
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 SEPTEMBER 30, 2020**

	2020			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 09/30/20	Actual as a % of Budget To Date
<u>Expenditures</u>				
2019 LSTA Book Club Grant	5,000.00	4,427.16	572.84	89%
2016 MELSA Technology Grant	104,000.00	103,821.75	178.25	100%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THROUGH SEPTEMBER 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 09/30/20
Rental Book Revenue	27,897.66	3,211.07	3,649.92	27,458.81
Rental DVD Revenue	11,046.00	10,113.54	13,882.08	7,277.46
Library Gift Fund	376,504.90	139,231.53	83,836.07	431,900.36
Roseville Library Capital Campaign Gift Fund	16,672.71	0.00	2,819.31	13,853.40

SUMMARY OF GIFTS RECEIVED

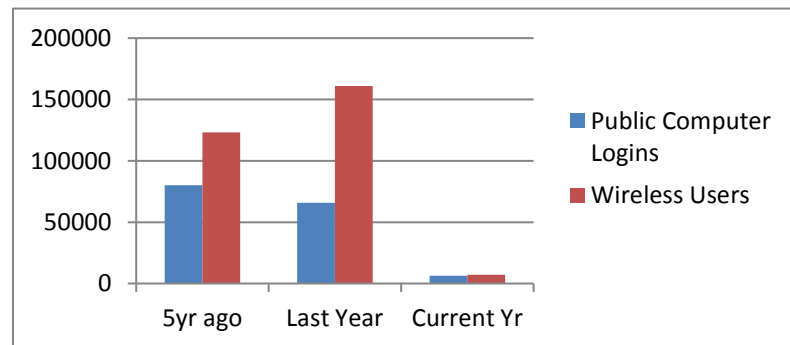
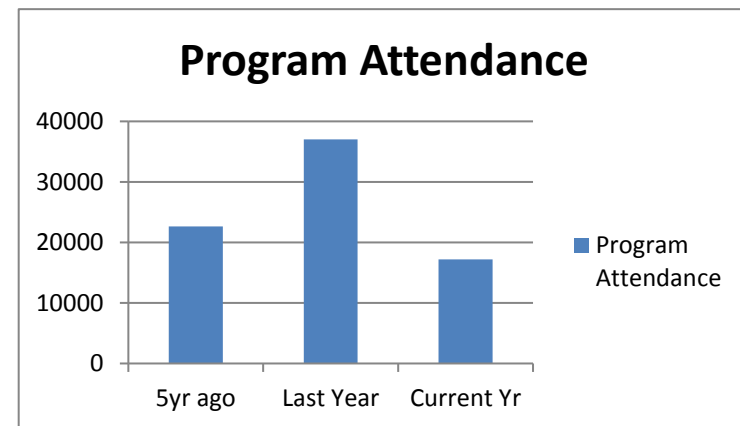
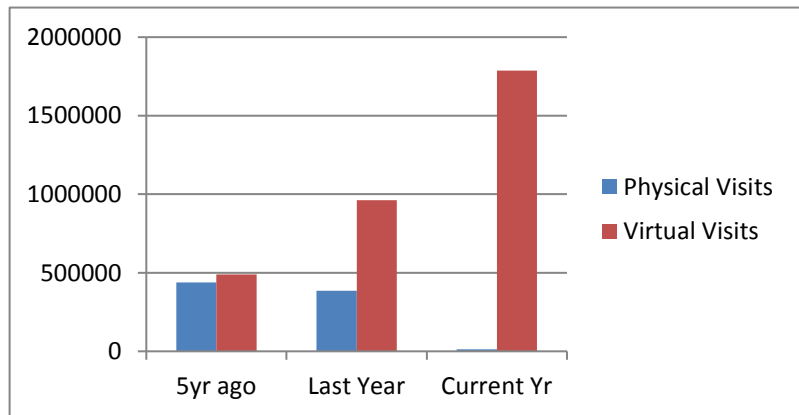
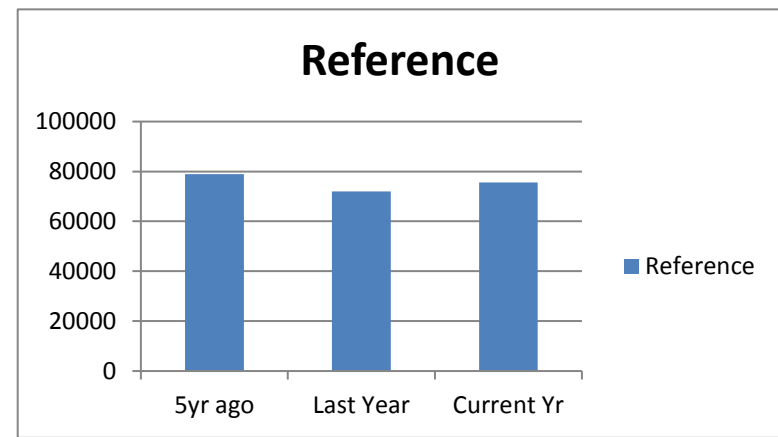
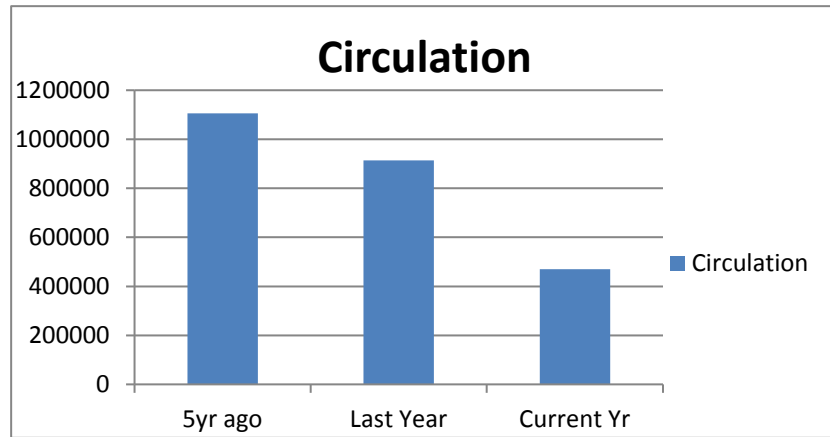
JULY - SEPTEMBER 2020

Donor	Purpose	Branch	Amount
Friends of the Ramsey County Library	Large Print Books	System	\$300.00
	Books	WB	\$320.00
	Books	SV	\$325.00
	Children's Books	System	\$400.00
	History Programming	System	\$500.00
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursements	System	\$360.00
	Jobs & Careers Program Reimbursement	System	\$200.00
Friends of the Ramsey County Library	Employee Development	System	\$1,250.00
	Volunteer Program	System	\$1,250.00
	Library Newsletter	System	\$1,500.00
	Adult Programs	System	\$7,000.00
	Teen Programs & Supplies	System	\$2,000.00
	Children's Programs & Supplies	System	\$3,000.00
	Teen Summer Learning Program	System	\$4,000.00
	Children's Summer Learning Program	System	\$5,000.00
Ingram Book Company	Collections	System	\$7,500.00
	Teen Gift Reimbursement	System	\$1,391.64
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursements	System	\$2,045.00
North Oaks Community Foundation	Undesignated	SV	\$1,000.00
Rice Creek Watershed District	Children's Garden	RV	\$479.60
TOTAL:			\$39,821.24

Statistical Trends 2020 Third Quarter Report

- Statistics for this quarter will be heavily impacted by COVID-19. The libraries closed to the public on March 17. Subsequently, Curbside Service and Home Delivery launched during Quarter 2. Public computing by appointment at Regional Libraries has also been in place since Quarter 2. On July 27th, Roseville switched from Curbside Service to self-serve Grab and Go pickup of requested materials. Shoreview switched to that model on September 21st.
- Overall circulation for the quarter is about 51% of what it was in 2019. Digital materials such as e-books, e-audiobooks and e-magazines were very popular and usage of them increased to 142% of last year's total. Usage of physical materials was 38% compared to Quarter 3 of 2019.
- The number of holds placed by patrons for the quarter was up 86% to 205,573. Because patrons need to place a request on all materials before checking them out, rather than finding any on the shelves themselves, this has put additional pressure on this process.
- Usage of public computers by appointment at the 3 Regional Libraries resulted in 6,439 reservations. This is approximately 10% of what we'd normally expect for Q3 system-wide.
- Patrons seeking materials via our Home Delivery service were visited 414 times in Q3, resulting in 1,569 items being delivered to these patrons by outreach librarians.

Core Service Trends -- Q3



Branches by Quarter 2020

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	90,181	23,797	41,419		155,397
Mounds View	27,323	1,993	12,085		41,401
New Brighton	38,471	2,071	15,453		55,995
North St. Paul	17,491	1,316	5,634		24,441
Roseville	228,453	56,353	126,963		411,769
Shoreview	112,370	39,748	78,203		230,321
White Bear Lake	52,134	3,253	20,018		75,405
Tech Services	4,480	2,245	3,900		10,625
Remote Renewal	5,629	209	811		6,649
E-circulation	133,803	169,581	52,016		355,400
Total	710,335	300,566	356,502	0	1,367,403

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	35,512	9,400	14,424		59,336
Mounds View	13,209	787	5,530		19,526
New Brighton	17,196	818	7,966		25,980
North St. Paul	6,475	520	1,550		8,545
Roseville	101,573	22,259	55,767		179,599
Shoreview	57,015	15,700	39,541		112,256
White Bear Lake	24,312	1,285	8,387		33,984
Tech Services	835	887	557		2,279
Remote Renewal	1,835	83	304		2,222
E-circulation					
Total	257,962	51,739	134,026	0	443,727

Registrations

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	372	37	76		485
Mounds View	137	21	16		174
New Brighton	157	5	16		178
North St. Paul	51	15	7		73
Roseville	1,325	456	497		2,278
Shoreview	348	27	62		437
White Bear Lake	179	5	24		208
Tech Services	95	1	33		129
Remote Renewal					
E-circulation					
Total	2,664	567	731	0	3,962

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	12,961	7,553	8,853		29,367
Mounds View	4,095	1,040	650		5,785
New Brighton	5,967	338	624		6,929
North St. Paul	3,965	871	1,430		6,266
Roseville	31,915	26,169	55,653		113,737
Shoreview	11,492	11,297	6,149		28,938
White Bear Lake	5,161	858	2,236		8,255
Total	75,556	48,126	75,595	0	199,277

Visits

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	56,772	207	1,272		58,251
Mounds View	11,822	0	0		11,822
New Brighton	20,796	0	0		20,796
North St. Paul	8,524	0	0		8,524
Roseville	113,301	447	7,601		121,349
Shoreview	42,847	174	1,449		44,470
White Bear Lake	27,493	0	0		27,493
Total	281,555	828	10,322	0	292,705

Meeting room use by outside groups

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

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	10,527	207	1,346		12,080
Mounds View	1,907	0	0		1,907
New Brighton	3,441	0	0		3,441
North St. Paul	951	0	0		951
Roseville	21,864	447	3,740		26,051
Shoreview	5,226	174	1,353		6,753
White Bear Lake	3,429	0	0		3,429
Total	47,345	828	6,439	0	54,612

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	9,449	414	1,997		11,860
Mounds View	1,529	0	0		1,529
New Brighton	3,726	0	0		3,726
North St. Paul	860	0	0		860
Roseville	22,139	894	5,780		28,813
Shoreview	4,767	348	2,017		7,132
White Bear Lake	2,236	0	0		2,236
Total	44,706	1,656	9,794	0	56,156

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	21,162	0	747		21,909
Mounds View	1,162	0	107		1,269
New Brighton	3,605	0	124		3,729
North St. Paul	1,156	0	138		1,294
Roseville	74,091	0	4,405		78,496
Shoreview	15,184	0	1,292		16,476
White Bear Lake	4,166	0	196		4,362
Total	120,526	0	7,009	0	127,535

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	376.00	0.00	80.50		456.50
Mounds View	60.00	0.00	0.00		60.00
New Brighton	97.50	0.00	0.00		97.50
North St. Paul	13.00	0.00	0.00		13.00
Roseville	1,292.00	45.00	508.25		1,845.25
Shoreview	475.00	0.00	343.50		818.50
White Bear Lake	236.00	50.30	205.85		492.15
Administration					0.00
Technical Services					0.00
Friends					0.00
Total	2,549.50	95.30	1,138.10	0.00	3,782.90

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

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	45	0	0		45	2,893	0	0		2,893
Mounds View	39	0	0		39	697	0	0		697
New Brighton	29	0	0		29	765	0	0		765
North St. Paul	37	0	0		37	715	0	0		715
Roseville	98	0	0		98	4,314	0	0		4,314
Shoreview	44	0	0		44	2,802	0	0		2,802
White Bear Lake	36	0	0		36	1,075	0	0		1,075
Admin	1	29	52		82		16669	14565		31234
Total	329	29	52	0	410	13,261	16,669	14,565	0	44,495

Teen programs**Teen program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	29	0	20		49	243	0	500		743
Mounds View	2	0	0		2	4	0	0		4
New Brighton	0	0	0		0	0	0	0		0
North St. Paul	0	0	0		0	0	0	0		0
Roseville	42	0	0		42	291	0	0		291
Shoreview	52	0	0		52	159	0	0		159
White Bear Lake	8	0	0		8	29	0	0		29
Admin		15	67		82		100	316		416
Total	133	15	87	0	235	726	100	816	0	1,642

Adult programs**Adult program attendance**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	65	0	0		65	931	0	0		931
Mounds View	14	0	0		14	88	0	0		88
New Brighton	15	0	0		15	141	0	0		141
North St. Paul	0	0	0		0	0	0	0		0
Roseville	123	0	0		123	2,329	0	0		2,329
Shoreview	57	0	0		57	287	0	0		287
White Bear Lake	31	0	1		32	1,798	0	20		1,818
Admin	26	31	68		125	814	236	1,813		2,863
Total	331	31	69	0	431	6,388	236	1,833	0	8,457

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	300,566	-65.0%	348,316	338,133	51,723	-84.7%	3,370	3,606	98	-97.3%
System Quarter 3	944,141	914,125	470,003	-48.6%	388,044	374,308	134,026	-64.2%	3,800	3,547	1,138	-67.9%
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%	9.6%	-88.8%	400,003	385,796	13,100	-96.6%	746	859	0	-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	6,439	-90.2%	62,492	60,092	9,794	-83.7%	158,794	160,998	7,009	-95.6%
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	75,595	5.0%	3,711	3,508	731	-79.2%	4,400	4,424	630	-85.8%
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	199,277	-24.5%	13,844	13,937	3,962	-71.6%	17,331	17,455	4,259	-75.6%

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	1,787,880	85.9%	113,825	110,569	205,573	85.9%	105,031	116,844	165,517	41.7%
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	3,532,709	-0.8%	438,956	435,328	450,467	3.5%	425,451	467,557	468,901	0.3%

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	1,593	-63.69%	4,915	4,577	1,912	-58.23%	\$6,849.85	\$19,235.42	\$3,931.62	-79.6%
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	5,522	-67.7%	20,203	17,811	6,407	-64.0%	\$42,308.20	\$34,288.18	\$36,894.74	7.6%

Outgoing ILL**Value of gifts added**

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Information and Discussion

Presented By
Mickey Ladich,
Building Services Manager

SUBJECT:

Third Quarter 2020 Incident Reporting

BACKGROUND:

The number of incidents increased from the second quarter due to the buildings opening more services to the public. There were a total of 12 incidents reported in the third 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	0
Maplewood	11	11	13	3
Mounds View	2	0	0	0
North St. Paul	0	0	1	1
Roseville	6	24	18	5
Shoreview	4	6	7	3
White Bear Lake	10	6	5	0
	35	48	44	12

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	39
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Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

2021 Holiday Calendar

BACKGROUND:

Each year, the Library staff prepares a holiday calendar for the upcoming year for Library Board approval. The calendar includes all the dates designated as paid holidays by Ramsey County, as well as other dates when the libraries are closed.

Since 1993, the Library's calendar has included Staff Inservice Days. These days allow time for staff training as well as facilities-related projects such as painting or shifting the collection.

The libraries may also close as needed for facility- or technology-related improvements. These closed days will be selected based on their branch needs, and publicized in advance in the Library's newsletter and on the website.

BOARD ACTION REQUESTED:

To approve the 2021 Holiday Calendar as proposed.

2021 HOLIDAY CALENDAR

Holiday	Status
New Year's Martin Luther King Jr. Day	Open Thursday, December 31 until 5 p.m. Closed Friday, January 1 Closed Monday, January 18
Presidents' Day	Closed Monday, February 15
Staff Inservice Day Easter	Closed Thursday, April 1* Closed Sunday, April 4*
Memorial Day	Closed Monday, May 31
Independence Day	Closed Sunday, July 4
Labor Day	Closed Monday, September 6
Staff Inservice Day	Closed Monday, October 18
Veterans' Day Thanksgiving	Closed Thursday, November 11 Closed Thursday, November 25 Open Friday, November 26 Administration & Technical Services Closed**
Christmas New Year's	Closed Friday, December 24* Closed Saturday, December 25 Open Friday, December 31 until 5 p.m. Closed Saturday, January 1, 2021

* Not a paid holiday under Ramsey County Personnel Rules.

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

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Approval

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Ramsey County IT Consolidation Funding

BACKGROUND:

The Ramsey County Information Services (IS) department has advanced IT Consolidation with all departments across the County. In 2018, IS began IT Consolidation with the Library. When this is complete, the IS department will assume responsibility for the Library's network, servers, and desktop support. The Library's Digital Services staff will continue to lead our technology planning, manage digital literacy and makerspace programming, and manage Library-specific business applications such as the Integrated Library System, website, catalog, automated materials handling systems, self-checkout, printers, makerspace equipment, labs, and similar resources.

The IT Consolidation project is evolving in phases. Earlier this year, the Library hired a consultant in the Ramsey County Enterprise Project Management Office to accelerate completion by producing a project plan. Today we share the project plan with the Library Board, and we request approval to commit additional funding to retain the Project Management consultant throughout the completion of the project. The one-time Project Management consultant fee is estimated at a total of \$150,000.

BOARD ACTION REQUESTED:

Approve using fund balance to pay a Project Manager to coordinate the completion of IT Consolidation, with a total cost not to exceed \$150,000.

Ramsey County IS: Library Consolidation Project

Overall Project Scope: To fully integrate Ramsey County Libraries technology into the County IS enterprise environment and core services. Presently IS is supporting the library environment in its current state.

At Project Completion:

- Improved information security and resiliency, to ensure effective and efficient library operations
- Library staff will be part of the Ramsey County network
- Ramsey County IS will be managing the Library physical and virtual infrastructure
- Future Road Map for Library technology capability team
- Chuck and the Digital Services team will responsible for managing the below. We will provide a clear RACI diagram to outline the specific responsibilities.
 - Library business applications
 - Maker space labs and equipment
 - Any specific library equipment, applications and programs (3D Printers, Automated Material Handler, Self-checkout kiosks)

Project Phases:

Phase 1 – Discovery, Network control + monitoring, email conversion and server virtualization (Complete)

Objective of this phase: County to begin managing the existing library environment + devices.
Virus management + server backups.

- Full management for configuration and change of networking equipment, monitoring in Solar Winds, equipment re-fresh as needed
- Discovery: identify network equipment needed and procurement of equipment
- Email conversion
- Back up of staff servers
- Virtual infrastructure on county VMware, managed in county vSphere environment

Phase 2 - Network/Research + Testing/Servers + Storage (8 months - estimated completion December 2020/January 2021)

Objective of this phase: Implement perimeter firewall between sites, network refresh, network segmentation, DMZs and add redundant site to site connectivity.

- Configure + install new Cisco equipment
- Upgrade wireless LAN controllers + Access Points
- Physical network architecture to bring library network up to Ramsey County standards that also align with Cisco standards and current security best practices
- Desktop build and deploy staff PC on Ramsey County staff network for the Digital Service team to test
- Stand up new staff network back to Metro for testing prior to conversion

- Creating network model site as proof of concept for testing and validation before duplicating at the remaining 6 library sites
- Convert Property Management physical servers and move virtual servers into Ramsey County virtual infrastructure
- Transition the library Ccure system into the Ramsey County environment

Phase 3 - Site migrations/Staff PCs/VM conversions

(4-6 months – can occur concurrently with Phase 2, once Network Model site is completed)

Objective of this phase: Complete site migrations following the Proof of Concept site. Staff will be part of the Ramsey County network, which allows efficient and effective operations for IS to deploy software and align with the rest of the County including Ramsey County values on library staff machines.

- Site migrations to maintain existing services residing in the library network
- Replace old Cisco VoIP telephony solution with the RC standard Cisco VoIP
- Bring virtual servers at library branch locations back into Roseville infrastructure
- Moving staff servers to Ramsey County Metro
- Desktop to deploy staff workstations and applications (~150 machines)
- Network segmentation + firewall configuration review
- Move library DMZ servers into Ramsey County DMZ
- Capability/implementation of security platforms (e.g.: McAfee, AWN, Security logs, Rapid7, Varonis)

Phase 4 - Public PCs + Shared Services

(4-6 months, can occur currently with Phase 3, as resource schedules allow)

Objective of this phase: Upgrade library public machines so patrons can use various browsers and library applications while maintaining the ability for staff to manage library patron needs, including print queues and other library services.

- Upgrade Library public machines from Windows 7 to Windows 10
- Install the cloud version of Deep Freeze Faronics tool on public machines at the library to enable IS to provide remote support
- Connectivity for shared services such as domain controllers, security team products, etc.
- Assume management of AD, SCCM and Axis shared services

Project Cost:

- Spend to-date
 - Library funded - \$25,000
 - IS funded - \$525,000
- Forecasted additional spend
 - Library funded - \$125,000
 - IS funded - \$75,000
- Total at completion
 - Library funded - \$150,000
 - IS funded - \$600,000

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Information and Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:

Ramsey County Library in Maplewood Renovation Update

BACKGROUND:

Library staff are working with Ramsey County Property Management to develop a project plan and timeline to guide the renovation project at RCL-Maplewood. We will soon issue a Request for Qualifications (RFQ) to hire a firm to produce a schematic design. Property Management will manage the RFQ process. The announcement will go to CERT program vendors, which includes certified minority-owned business enterprises, women-owned business enterprises, and small business enterprises.

The full project timeline and plan will be presented to the Library Board prior to hiring a firm. We will also seek a Library Board member to participate on a proposal review and interview team, which will include Ramsey County Library and Property Management staff.

BOARD ACTION REQUESTED:

For information and discussion.

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Information and Discussion

Presented By
Jill Boldenow,
Library Director

SUBJECT:
Conduct Policies

BACKGROUND:

Ramsey County is drafting a policy regarding conduct at County buildings and properties. The Library currently has a conduct policy (the “Library Use” policy) guiding acceptable behavior in Library spaces, which have some unique legal requirements.

Under discussion is whether the County policy will exclude the Library in order to retain existing Library policy and staff procedures; or whether the County policy will replace the Library Use policy and related staff procedures.

See the following attachments:

- Draft policy: Ramsey County Conduct at County Buildings and Properties (10/26/20)
- Library Use policy (Last revised and approved by the Library Board 4/5/17)
- Library Use procedures for staff (Last revised 9/15/2019)

BOARD ACTION REQUESTED:

To provide direction to Library Director to respond to County policy draft.



Policy Title: Conduct at County Buildings and Properties

Department: County Manager's Office

Chapter: 1

Section:

Policy #

Effective Date *(date policy was first implemented)*

POLICY STATEMENT

Ramsey County is committed to providing a positive experience to everyone using our office spaces, buildings and other properties. Visitors should expect to find spaces that are Welcoming, Accessible, Inclusive, Respectful, Clean, Safe, Healthy and Comfortable. Visitors are asked to observe these values in their interactions with others when using Ramsey County buildings and properties.

To maintain spaces that are Welcoming, Accessible, Inclusive, Respectful, Clean, Safe, Healthy and Comfortable, persons must refrain from the following behaviors when using Ramsey County buildings and properties:

- Physical behavior that could reasonably cause harm to others, such as running, pushing, or fighting, or using wheeled devices other than strollers or wheeled vehicles required for mobility;
- Any verbal or nonverbal conduct or activity that disrupts or interferes with the normal operation or administration of county business, including any verbal abuse, harassment, or the use of racial, ethnic or other epithets;
- Brandishing, displaying, threatening with, or otherwise employing any object specifically designed for or presently capable of causing bodily harm to another, with the intent to threaten or to cause bodily harm;
- Possessing or consuming alcoholic beverages or using illegal substances;
- Smoking or vaping inside of buildings or within 25 feet of entrances and outdoor events;
- Conducting unauthorized commercial activity, distribution of flyers, soliciting, panhandling and gambling;
- Trespassing in an area with secured or restricted access or an area that is otherwise closed to public access;



- Using the restrooms for purposes other than their intended use for toilet facilities and hand washing;
- Storing personal property, items, or possessions or leaving them unattended;
- Littering, camping or sleeping;
- Defacing, damaging, destroying, or removing public property;
- Bringing animals onto public property or leaving animals unattended, except as permitted by the property manager. This does not preclude entry by service animals, as defined under the Americans with Disabilities Act or Minnesota Statute Section 256C.02, or certified facility animals while performing services or tasks the animals are trained to do, or animals employed in the official performance of police or rescue activities;
- Leaving children under the age of 8 unsupervised by a responsible adult or a responsible older adolescent. Staff have the right to ask that children of any age or vulnerable adults be directly supervised; and
- Any other activity that would constitute a violation of federal, state or local law or regulation.

Photography, Video and Sound Recording

Many visitors come to Ramsey County buildings to attend legal proceedings or obtain essential services. These services may involve sensitive personal matters and may require the provision of health, financial, or other private or confidential data that is protected by law. Photography, video and sound recording are prohibited in spaces used for county business. Any exceptions not noted below must be approved by the Communications & Public Relations Department.

Exceptions

The restrictions on photography and video and sound recording in this policy do not apply to the following:

- County Public Hearing and Deliberation Rooms, specifically:
 - Council Chambers at Saint Paul City Hall - Ramsey County Courthouse
 - Ramsey County Board's Large Conference Room - Courthouse Suite 220
- Ramsey County Courthouse Complexes:

- The Second Judicial District has its own policy on photography and recording. See: [Second Judicial District's Amended Order Regarding the Use of Electronic And Recording Devices in Court Facilities.](#)
- Ramsey County ~~Library~~ buildings where library services are provided:
 - ~~Ramsey County Library has its own policy on photography and recording that applies to library spaces within county buildings. See: <https://www.rclreads.org/policies/>.~~ The public areas in Ramsey County buildings where library services are provided are part of the public environment and, therefore, casual noncommercial photography or videography intended to record a visit is permitted, provided that such photography does not interfere in any way with county operations or patrons. In order to protect data privacy, in any photography of individuals taken on library property, neither library materials nor any document containing personal information should not be recognizable or legible.

Community Meetings

To create a respectful and attentive environment, Ramsey County organizers of any community meeting, whether held in a Ramsey County or non-Ramsey County building, may require participants to observe meeting-specific norms of behavior.

The norms of behavior for community meetings may include the following restrictions, as appropriate: A prohibition on the use of electronic and recording devices, cellphone usage, or recording of any kind; a prohibition on large bags; a prohibition on disruptive behavior or interruptions, banners and/or signs. When weighing the need for such restrictions, meeting organizers must consider the sensitivity of the meeting topic and the need to protect participants against intimidation as well as the need to protect constitutionally protected speech and to encourage the open exchange of ideas and information.

APPLICABILITY

This policy applies to all Ramsey County leased and owned buildings and properties used for county business, unless explicitly excepted in this policy.



Exclusions

This policy does not apply to the following spaces:

- Ramsey County Parks, Recreation, and Open Spaces, where conduct is governed by [ordinance](#).

GENERAL INFORMATION

TBD

AUTHORITY

This policy was prepared under the authority of the County Manager.

DEFINITIONS

Buildings and properties: Ramsey County-owned and -leased buildings or properties used for county business or where visitors receive county services. This includes lobbies, reception and waiting areas, service counters, restrooms, conference rooms, training rooms and any other interior work-spaces, including hallways and stairwells.

Electronic devices include:

- Devices that enable access to or use of an electronic communication service, remote computing service, or location information service, such as smartphones, cellphones, tablets, and laptops.
- Any electronic, mechanical, or digital equipment that captures visual or aural images, including cameras, computers, tape recorders, video recorders, and cellular telephones.

Community meetings: Meetings convened in part or entirely by the county and intended primarily for participation by those who identify as community members, rather than as county employees or employees of other governmental jurisdictions.

RESPONSIBILITIES



All county leaders, department managers, supervisors and staff are responsible for adopting and applying this policy.

PROCEDURES

Ramsey County will post signs in its buildings that display its values (Safe, Welcoming, Accessible, Healthy, Clean, Inclusive, Respectful, and Comfortable). This policy will be available to the public online.

To enforce policies governing the access and permissible uses of Ramsey County spaces, Ramsey County employees may take the following actions in order:

- Advise visitor of county policy and politely ask visitor to stop behavior.
- If visitor does not comply, ask visitor to leave property.
- If visitor does not leave, despite a request to do so, contact the Ramsey County Sheriff's Office or other local law enforcement authority.

If an employee encounters conduct, equipment, or materials that are hazardous to public safety or results in, or could result in, damage to county property, the employee should immediately dial 911.

Employees should remain calm and professional and should avoid physical contact with the guest. Only a peace officer may physically remove, arrest or issue a citation to a noncompliant visitor.

Permissions for Photo, Video or Sound Recording

Requests may be made to Communications and Public Relations for exceptions to the above restrictions on photo, video, or sound recording in county buildings, including:

- Media requests to photograph, film or record in non-public areas of county buildings (other than courtrooms).
- Requests by photo, movie and video production companies or individuals (whether for profit or nonprofit) to film or photograph in any county facility or on county grounds.
- Any other kind of exception.

Community Meetings

Meeting-specific norms of behavior should be clearly posted in the meeting room or distributed to all participants in hard copy. To accommodate everyone, the meeting's norms of behavior will also be read aloud at the beginning of the meeting. Meeting organizers using such norms of behavior should consider the need for making it available in languages other than English.

LINKS AND RESOURCES

- [Second Judicial District's Amended Order Regarding the Use of Electronic And Recording Devices in Court Facilities](#)
- [Minnesota Statutes, Sec. 624.72: Interference with Use of Public Property.](#)
- [Minnesota Supreme Court Rules, General Rules of Practice for the District Courts, Rule 4: Visual and Audio Recordings](#)
- [Ramsey County Library's Library Use policy](#)
- [Ramsey County Library's Photo & Video policy](#)
- [Ramsey County Ordinance on Parks, Recreation, and Open Space Areas](#)

CONTACTS / SUBJECT MATTER EXPERTS

Policy and Planning

Property Management

Ramsey County Attorney's Office

Communications and Public Relations

Ramsey County Library

REVISION HISTORY

Date	Brief description of change
[DATE]	This is a new policy

APPROVAL

Ryan O'Connor

County Manager

[DATE]

Library Use

Approved by: Library Board

Approved Date: April 15, 2015

Revised Date: April 5, 2017

Review Schedule: Every 5 years

Next Review Date: 2022

Ramsey County Library supports the rights of all individuals to free and equal access to information and use of the library and seeks to provide a welcoming environment that is conducive to collaboration, exploration and discovery.

To this purpose, the library use policy is intended to guide behavior so that a safe, respectful, and inclusive environment is maintained for all library users.

A Safe Environment

Maintaining a safe environment on Ramsey County Library property is essential to ensure access to all users. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal law or ordinance is prohibited on Ramsey County Library property. Examples of prohibited activities include but are not limited to:

- Physical behavior that has the potential to cause harm to others, such as running, pushing or fighting
- Trespassing in non-public areas of the library
- Brandishing weapons of any type
- Consuming alcoholic beverages and using illegal substances
- Smoking and vaping in library buildings or within fifty feet of library entrances and library outdoor events

A safe environment also requires:

- Children under the age of 8 are required to be accompanied by a responsible adult or a responsible older adolescent. Staff has the right to ask that children of any age or vulnerable adults be directly supervised.
- Animals other than service animals or animals for library programs are not allowed in the library nor may they be left unattended at library entrances.
- Bicycles must be left outside the library in bicycle racks. The use of skateboards or other wheeled devices is not allowed on library property. Strollers and wheeled vehicles required for mobility are allowed.

A Respectful and Inclusive Environment

Ramsey County Library provides its users with spaces for engaging with collections, equipment, and community. The maintenance of respect and inclusivity in the use of these spaces is provided for by the following rules:

- Programmatic noise and noise of a reasonable duration and volume are allowed in the library.
- Disruptive cell phone conversations longer than a few minutes should be conducted in lobby areas.
- Verbal abuse including the use of racial, ethnic or other epithets and harassment directed at other library users or library staff is prohibited.
- Causing a nuisance as defined in Minnesota Statute 561.01 is prohibited. This can include but is not limited to odors or activities which are offensive to reasonable sensibilities.
- Shirt and shoes are required to be worn in the library.
- Soliciting, panhandling and gambling are not allowed on library property.
- Careful use of library materials, furniture, and equipment is required. Library equipment must be used in the designated places.
- Internet users (wireless as well as library internet computers) must abide by the requirements for acceptable use outlined in the Ramsey County Library Internet access policy.

Enforcement of the Library Use Policy

The Library Use Policy will be enforced in a fair and reasonable manner. The library staff has the right to make decisions that are in the best interest of the library whenever these guidelines do not specifically cover a situation.

- Whenever possible, staff will first inform individuals about the applicable policies before taking measures to enforce those policies.
- If an individual continues to violate these policies, staff may order them to leave for the day.
- Any conduct that threatens the safety of any person or that is damaging to library property, equipment or facilities will result in immediate expulsion from the library premises.
- Library staff will contact local law enforcement officers for severe or illegal behavior or when an individual refuses to leave when told by staff to do so.
- Repeat misconduct or severe offenses (even if a single isolated event) may be cause for a temporary or permanent prohibition from using library facilities and services, arrest, or prosecution.

Staff will follow the established procedures outlined in “Banning Procedures.” The Ramsey County Library Director or the Director’s designee shall be responsible for making the determination of a suspension of library privileges for longer than one month.

Library Use Procedures

Approved by: Management Team

Approved Date: Friday, September 28, 2018

Revised Date: Sunday, September 15, 2019

Verbal Abuse, Harassment, and Nuisance Behaviors

When staff observe or receive a report of verbally abusive language or harassing behavior directed at a patron or a coworker, or nuisance* behaviors, staff will apply the following measures, as appropriate:

If staff determines that the behavior is threatening or dangerous, staff will:

- Call 911 if the situation is in process and immediately notify the person-in-charge
- Refer to the person-in-charge if a patron reports a situation after the fact
- Provide a safe and secure location for the victim
- File an incident report
- Refer to the library manager for consideration for possible banning

If staff determines that the behavior is abusive, harassing, or a nuisance*, staff will:

- Talk to the offending patron and let them know that the behavior must stop
- Provide reassurance to the patron who has been targeted by the behavior
- Provide support to a targeted coworker, allowing the coworker to remove themselves from direct interaction with the patron
- Refer to the person-in-charge or designated lead staff if the inappropriate behavior continues. They may ask the offending patron to leave for the day
- File an incident report

If the behavior is repeated on subsequent visits, the library manager will talk to the offending patron. If the patron continues to repeat the behavior, the manager can ban the offending patron up to 30 days.

*Causing a nuisance as defined in Minnesota Statute 561.01 is prohibited. A nuisance is anything that is harmful to the health of a person, or offensive to the senses of a person, or an obstruction to the free and unrestricted use and enjoyment of the library property by other persons.

Noise

When noise has been identified as unreasonable in duration and volume through observation or patron complaint, staff will assess and apply the following measures appropriate to the situation:

Determine if the noise is appropriate to the situation at hand. Examples:

- Parent doing their best to manage a child's noise
- Patrons with differing abilities
- Children's programming
- Teens engaging in library activities
- Other programmatic noise

If noise is determined to be acceptable, politely explain to a complaining patron that the noise is acceptable under the library use policy. Suggest ways for the patron to find a quieter space.

If noise is determined to be unreasonable, politely ask adults or teens to moderate the noise. Ask parents or guardians for help in managing a child's excessive noise.

If the noise continues at an unacceptable level after staff has intervened, ask the noisy visitor to leave the library until such time as the noise can be managed.

Unattended Property

Unattended items may be removed from public areas after 15 minutes. To address any concerns that staff may have tampered with patron property, two or more staff should work together to remove unattended items.

Unattended Animals

If an animal is observed or reported to be unattended on library property, the staff member in charge will make an announcement. Monitor the situation accordingly and if after 10 minutes there has been no response, the staff member in charge may call the police non-emergency number for their jurisdiction.

Service Animals

Animals other than service animals or animals for library programs are not allowed in the library nor may they be left unattended at library entrances.

Under the ADA, a service animal is a dog that has been trained to perform tasks or do work for the benefit of a person with a disability. In some cases, a miniature horse may also qualify as a service animal. It is not required that service animals be vested, or otherwise identifiable. If a patron is accompanied by an unidentified dog, it is appropriate for staff to ask if it is a service animal. The patron need only answer in the affirmative in order to be permitted to have the animal in the building. If the answer is no, you should ask the patron to take the animal from the building. It is not permissible to ask any general or specific questions about the patron's disability.

Neither the ADA nor Minnesota's equal rights law covers what some people call "emotional support animals": animals whose presence provides a sense of safety, companionship, and comfort to those with psychiatric or emotional conditions. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for people with disabilities.

Food

Covered beverages and cold snacks are allowed in all libraries. Individual branches may allow additional food items. Preparing food and beverages is prohibited, except as part of a library-sponsored program.

Sleeping

Staff are not expected to intervene when people are sleeping.

Banning

Banning for one day

The person-in-charge and other designated lead staff can ask a patron to leave for the day, if the patron's conduct warrants removal from the library. In most circumstances, first inform the patron of the library conduct expectations and only ask them to leave if the behavior does not change. Lead staff will notify the person-in-charge.

Complete an incident report. Provide a copy to the branch manager and send the original to the library director.

Banning for 30 days

Managers, circulation supervisors, and designated staff can ban someone for a 30-day period if repeated behavior or the severity of the behavior warrants banning for longer than a day. Typically, this banning is used with adult patrons, but may be applied to juveniles with the following adjustment:

Banned juveniles may use the library during the specified period when accompanied by a responsible parent or guardian. The Library Manager will notify the juvenile's parent or parent or guardian of the ban, if possible.

Give the patron a copy of the library's 30-day banning letter. There is a separate letter for juveniles.

Complete an incident form. Provide a copy to the branch manager and send the original to the library director.

Long-term banning

If a library manager believes that misconduct by an individual warrants longer-term banning due to the severity of the infraction or due to the repeated nature of the misconduct, they will consult with the library director.

If long-term banning is determined, the director will issue a banning letter to the patron notifying them that they are banned from all Ramsey County Libraries. The letter will be sent by registered mail, and will indicate the reasons for the ban and the time period of the ban. The deputy director may act in the absence of the director in this banning procedure.

Staff notification

For one-day or 30-day bans, share necessary information with coworkers. Make sure the teen librarian on site is notified if a teen is banned. For long-term bans, staff will be informed of the name of the individual who is banned, the length of the ban and the reason for the ban. The banned individual will be included on the Banned Patrons List on the staff website. A note indicating the time period of the ban will be added to the individual's patron record.

Appeals

The director will review and may reconsider the decision to ban an individual upon written request of the individual and may shorten or terminate the banning period if information submitted by the individual warrants such modification. The director may consult with the County Attorney's Office before issuing the response to the banned individual.

The Director's written determination may be appealed if the individual files a written notice of appeal within 10 days after they receive the determination. Such notice shall be filed with both the Library Director and the Library Board Chair, c/o Ramsey County Library, 4560 North Victoria Street, Shoreview, MN 55126.

A subcommittee of the Library Board shall hold a hearing within 30 days after the notice has been filed. The patron will be notified of the date and time of the hearing at least 10 days in advance. The subcommittee will determine whether to affirm, or reverse the banning decision.

Non-compliance

If a banned adult enters any Ramsey County Library before the return date listed in the banning letter, police may be called and asked to formally trespass the individual.

30-day banning letter

Date: _____

To: _____

Address: _____

Barcode Number: _____

You have been banned from the Ramsey County Library in _____ for a period of 30 days for violation(s) of the Library Use Policy. After internal review, the ban may be extended for a longer duration or to additional library sites.

If you enter any Ramsey County library before the return date, police will be called and you will be issued a trespass notice.

You may file a written request to the Ramsey County Library Director, 4560 North Victoria Street, Shoreview, MN 55126 within 10 days of receipt of this letter if you wish the Library to reconsider this ban from the _____ Library

Signed: _____

Juvenile Banning Notice

Date: _____

To: _____

Address: _____

Your child _____ has been banned from unaccompanied use of the Ramsey County Library in _____ for a period of 30 days for violation(s) of the Library Use Policy.

They may continue to use the library during this 30-day period if they are accompanied by a parent or guardian.

If you have questions about this 30-day ban, contact the library manager (see attached business card).

You may file a written request to the Ramsey County Library Director, 4560 North Victoria Street, Shoreview, MN 55126 within 10 days of receipt of this letter if you wish the Library to reconsider this ban from the _____ Library.

Signed: _____

Banning letter

Date

Ramsey County Library
4560 North Victoria Street
Shoreview, MN 55126

Name of recipient
Address of recipient

To _____:

On _____ at approximately _____ you were observed at the
_____ library. At that time you were:

Because of the behavior listed above, and/or other history of inappropriate behavioral conduct at any Ramsey County library, you are banned from all Ramsey County libraries until _____. If you enter any Ramsey County library before the return date, police will be called and you will be issued a trespass notice.

You may file a written request to the Ramsey County Library Board, 4560 North Victoria Street, Shoreview, MN 55126 within 10 days of receipt of this letter if you wish the Library to reconsider this ban from all Ramsey County libraries. Your written request shall set forth your reasons for reconsideration of the ban.

Sincerely,

Request for Library Board Action

Meeting Date
November 18, 2020

Action Requested
Information and Discussion

Presented By
Sylvia Neblett,
Library Board Chair

SUBJECT:

Performance Review Process Update

BACKGROUND:

Annually, the Library Board conducts a performance review of the Library Director. The Board intends to update the review process. At this meeting, members will discuss this project.

BOARD ACTION REQUESTED:

For information and discussion.

Ramsey County Library in the news:

9/17: Star Tribune	Virtual entertainment picks: James Sewell Ballet fundraiser; jazz singer Patricia Lacy https://www.startribune.com/virtual-entertainment-picks-james-sewell-ballet-fundraiser-jazz-singer-patricia-lacy/572441472/
9/17: Pioneer Press	Early Voting In Minnesota starts Friday https://www.twincities.com/2020/09/17/early-voting-in-minnesota-starts-friday-any-questions/
9/18: WCCO CBS 4	Some Minnesotans Embrace Long Lines To Get Their Ballots In As Early Voting Begins https://minnesota.cbslocal.com/2020/09/18/some-minnesotans-embrace-long-lines-to-get-their-ballots-in-as-early-voting-begins/
9/26: patch.com	Home Composting https://patch.com/minnesota/saintpaul/calendar/event/20200926/883458/home-composting
9/27: twincitiesgeek.com	This Week in Geek (9/28/20–10/4/20) https://twincitiesgeek.com/2020/09/this-week-in-geek-9-28-20-10-4-20/
9/30: parkbugle.org	Virtual series on American Presidency https://www.parkbugle.org/virtual-series-on-american-presidency/
10/1: Star Tribune	Virtual entertainment picks: Trailer Trash, Black-Eyed Snakes, virtual dance https://www.startribune.com/virtual-entertainment-picks-trailer-trash-black-eyed-snakes-virtual-dance/572600602/
10/4: twincitiesgeek.com	This Week in Geek (10/5/20–10/11/20) https://twincitiesgeek.com/2020/10/this-week-in-geek-10-5-20-10-11-20/
10/8: patch.com	Drop Off Ballots For Roseville Voters https://patch.com/minnesota/roseville/drop-ballots-roseville-voters
10/11: twincitiesgeek.com	This Week in Geek (10/12/20–10/18/20) https://twincitiesgeek.com/2020/10/this-week-in-geek-10-12-20-10-18-20/
10/11: twincitiesfrugalmom.com	Grab Bags at Ramsey County Libraries https://www.twincitiesfrugalmom.com/2020/10/grab-bags-at-ramsey-county-libraries-are-a-treat-for-our-family/?fbclid=IwAR3iuXjOHCuUueo9VCMytobECNw5Z-OZlx-OBf0uiT1D3XWnf4aVyi1jgps

Facebook:



2,135 People Reached **135** Engagements [Boost Post](#)

Maya Christensen, Sheila Kuester and 15 others 2 Comments 8 Shares

Like Comment Share

Oldest ▾

Connie Reynosa Is this happening again? We have a ton of organic vegetables from our yard that I would like to donate.
Like · Reply · Message · 8w

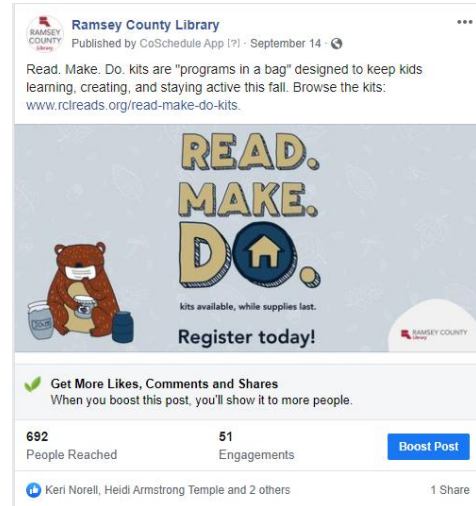
Author
Ramsey County Library Hi Connie,
The next event will take place on Monday, October 12, from 10 a.m. - noon at RCL - Roseville. For more information on donations, please visit <https://keystoneservices.org/donate/> or call 651-645-0349.
Like · Reply · Commented on by Pa Na Lor [?] · 8w

Reply as Ramsey County Library

Mallory Leider What does this consist of??? 🙄🙄🙄🙄🙄🙄🙄🙄
Like · Reply · Message · 8w

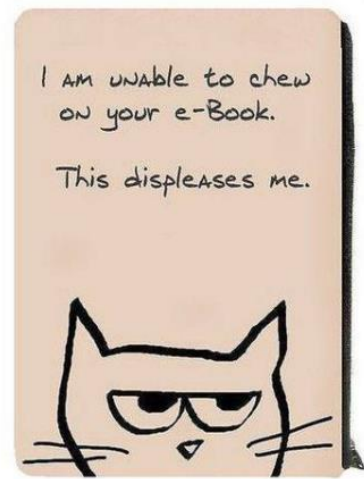
Author
Ramsey County Library Hi Mallory,
For more information, please visit <https://keystoneservices.org>.

 [KEYSTONESERVICES.ORG](https://keystoneservices.org)
Keystone Community...
Like · Reply · Remove Preview · Commented on by Pa Na Lor [?] · 8w



Ramsey County Library
Published by CoSchedule App [?] · September 17 · 🌐

It's okay to disappoint a cat or two. Browse our digital collection today:
www.rclreads.org/e-books-e-audiobooks-e-magazines
Image via FunkyChicDesigns on flickr.



893 People Reached **56** Engagements [Boost Post](#)

Becky Jones, Haiying Zhou and 16 others 1 Comment 2 Shares

Like Comment Share

Oldest ▾

Sally Brummel That's ok, the cat can chew on the device's cord. 🙄
Like · Reply · Message · 8w · Edited



Visit Roseville
September 17 · 🌐

Like Page

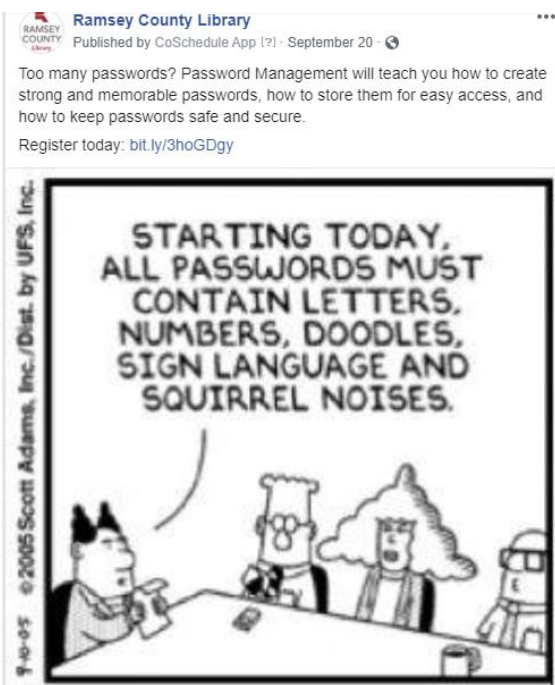
Congratulations to the winners of the #RosevilleBloom coloring contest in partnership with the Ramsey County Library in Roseville. Winners are Conall (age 4), Seena (age 7), and Anna (age 9).

714
People Reached

52
Engagements

Boost Unavailable

Jennifer Dietrich, Justin Pettinelli and 15 others



1,468

People Reached

89

Engagements

Boost Post

Thomas H Miller, Kim Delveaux and 18 others

2 Comments 7 Shares

Like

Comment

Share

🔍

Oldest ▾



Liz Husebye Hartmann Yes!!

Like · Reply · Message · 7w



Julie Neville Did Chuck write that????

Like · Reply · Message · 7w



Ramsey County Library

Published by CoSchedule App [?] · September 23 · 🌐

If you're looking for new books for your young readers but have no idea where to start, you can request a grab bag. The grab bags are a collection of items for your kids to explore curated by your favorite children's librarians.

Fill out the form today: www.rcireads.org/grab-bags



4,408

People Reached

613

Engagements

Boost Post

Brenda Fletchall, Amy DeWald Jents and 61 others

9 Comments 26 Shares

Like

Comment

Share

🔍

Oldest ▾



Jenn Cheesebrow Great idea! Thanks for continuing to find ways to get books into children's hands.

Like · Reply · Message · 7w



Theresa Mensinger Love, love, love! Thank you!!!!

Like · Reply · Message · 7w



Katy Heskett Gibbs What a fantastic idea.

Like · Reply · Message · 7w



Anna Wrisky We got a grab bag this week and the selection was great. Thanks so much for this offering.

Like · Reply · Message · 7w



Michelle Flipp Bruhn Thank you so much!

Like · Reply · Message · 7w



Dawn 'Sommers' LaBrosse Tina Kaple Alaina Johnson Katelyn Martens-Rodriguez

Like · Reply · Message · 7w



Anna Zbacnik Will you be doing this for teens too? What a great idea!

Like · Reply · Message · 7w

1 Reply



Anna Zbacnik Carla Zbacnik Nico Zbacnik

Like · Reply · Message · 7w



Chelsea 'Meyer' Ankeny We picked ours up today and the selections are great!! Thank you!

Like · Reply · Message · 6w

Ramsey County Library
Published by CoSchedule App [?] · September 26 · 🌐

Enjoy a beautiful fall day biking, driving or even walking to see one or all twenty roses of the Roseville in Bloom. DYK? One of the roses is located at the library in Roseville!

Download the map: <https://www.visitroseville.com/roseville-in-bloom/>



VISITROSEVILLE.COM
Roseville in Bloom | Visit Roseville | Roseville MN
Roseville in Bloom | Visit Roseville | Roseville MN

788 People Reached 48 Engagements [Boost Post](#)

👍❤️ Wendy Hendrickson, Thomas H Miller and 15 others 1 Comment

👍 Like 💬 Comment ➦ Share 📷

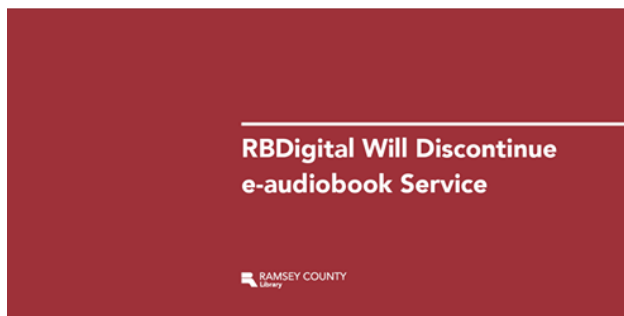
Oldest ▾



Like · Reply · Message · 6w

Ramsey County Library
Published by CoSchedule App [?] · October 6 · 🌐

Changes are coming to your RBDigital access through your public library. On November 30, RBDigital will discontinue e-audiobook service. Learn more: <https://www.rclreads.org/.../rbdigital-will-discontinue-audi.../>



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

690 People Reached 56 Engagements [Boost Post](#)

👍👤 Carol Frey, Kelly Scanlan and 5 others 1 Share

Ramsey County Library posted a video to playlist Storytime Guest Stars.
Published by Pa Na Lor [?] · October 5 · 🌐

We will read "In Search of the Gingerbread Man" with Author and Illustrator Timi Bliss. Then bake cookies with Charlie and Michele.

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

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



Special Storytime with Author/Illustrator Timi Bliss


766 People Reached 59 Engagements [Boost Post](#)


👍❤️ Jennifer Dietrich, Jennay Cress and 15 others 2 Comments 1 Share

👍 Like 💬 Comment ➦ Share 📷

Oldest ▾

 **Kids Book Painter Cora Hays** **Illustrator** Getting into your baking!! Go Charlie!
Like · Reply · Message · 5w 1

 **Timi Bliss** Thanks, Cora!
Like · Reply · Message · 5w

 Reply as Ramsey County Library 🧐 📷 📺 🗨️

 **Amber Langford Becker** Heather Clark Logelin thought Braxton might want to watch 😊
Like · Reply · Message · 5w

Ramsey County Library
Published by CoSchedule App [?] · October 11 · 🌐

Grab & go services of holds are available at RCL - Roseville and RCL - Shoreview. Curbside pickup is available at the Maplewood, Mounds View, New Brighton, North St. Paul and White Bear Lake. For more modified services: www.rcreads.org/news/rci-closed-faq/
Image via The Wall Street Journal.



1,127 People Reached 85 Engagements **Boost Post**
Loading...
Kelly Johnson, Denise Hankey and 16 others 2 Comments 3 Shares

Like Comment Share

Oldest ▾

Bernadette Janisch Very true. But you can checkout ebooks from the Cloud Library without leaving home. 📖📖📖
Like · Reply · Message · 4w 2

Deb Seyfer I love libraries!! ❤️❤️❤️
Like · Reply · Message · 4w

Ramsey County Library
Published by CoSchedule App [?] · October 17 · 🌐

Are you looking for new books for your young readers but have no idea where to start? Fill out the Grab Bag form to get started with a collection of items for your kids to explore: <https://www.rcreads.org/grab-bags/>



945 People Reached 57 Engagements **Boost Post**
Krista Mickelson, Nicole Brinkman and 17 others 1 Comment 2 Shares

Like Comment Share

Oldest ▾

Sarah Heikkila Shelley Smith Shea- this is the form I filled out Leo. Great success!
Like · Reply · Message · 3w 1

Ramsey County Library
Published by Pa Na Lor [?] · October 16 · 🌐 · Expired

Join us for a special storytime with the City of Roseville, MN Fire Department.
Books read with permission from Little, Brown Books for Young Readers and Philomel Books.



1,905 People Reached 253 Engagements **Boost Unavailable**
19 3 Comments 4 Shares

Comment

Oldest ▾

Felicia Givens Thank you for the fun storytime! We enjoyed it very much. Those were some cool stories.
Reply · Message · 3w

Lexie Buttermore Tina Wallace 1
Reply · Message · 3w

Lexie Buttermore Rae MB 1
Reply · Message · 3w

Ramsey County Library
Published by Pa Na Lor [?] · October 16 · 🌐 · Expired

We will read "Girls Save the World in This One" by Ash Parsons, read with permission from Penguin Random House.



1,066 People Reached 138 Engagements **Boost Unavailable**
Toni Kaltsas, Karen Muleski and 11 others 1 Comment 4 Shares

Comment

Oldest ▾

Jenny Stevenson The start of your video with the fog had me in stitches!
Reply · Message · 3w 1

Ramsey County Library
Published by CoSchedule App [?] · October 24 · 🌐

If Ramsey County Library does not have what you need, we may be able to borrow it from another library for you via Interlibrary Loan. Learn more: <https://www.rclreads.org/interlibrary-loan/>



"That book is not available at this branch, this library system or this solar system, but we can order it for you."

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

1,180 People Reached 71 Engagements **Boost Post**

👍 Anna Whisky, Jenny Wilde L'Heureux and 33 others 3 Shares

Ramsey County Library
November 2 · 🌐

The Maker Teen @ Home Kits are take-and-make kits of various crafts and STEAM activities with supplies & instructions. New kits for Winter are available now: www.rclreads.org/makerteen-home-kits/



1,221 People Reached 120 Engagements **Boost Post**

👍 Jenn Cheesebrow, Eunsun Jang and 13 others 2 Shares

Ramsey County Library
Published by Pa Na Lor [?] · October 24 · 🌐

Free face masks available until 3 p.m. today, Oct. 24! No reservations required - just drive up.

📍 Sears Parking Lot
358 Marion Street
Saint Paul, MN 55103

Learn more: ramseycounty.us/AMaskforEveryone



Ramsey County, Minnesota ✓
October 24 · 🌐

Free face masks available until 3 p.m. today, Oct. 24! No reservations required - just drive up.

📍 Sears Parking Lot
358 Marion Street
Saint Paul, MN 55103
... See More

918 People Reached 63 Engagements **Boost Unavailable**

👍 Amber Soler, Jennifer Dietrich and 11 others 3 Shares

Ramsey County Library posted a video to playlist Storytime Snacks.

Published by Pa Na Lor [?] · October 28 · 🌐

We will learn a rhyme about pumpkins.



Storytime Snacks: Pumpkin Rhyme

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

518 People Reached 50 Engagements **Boost Post**

👍 Jodi Nagle Lorence, Sylvia E. Anderson Neblett and 7 others 1 Share

Google:

Ramsey County Library - Mounds View

2576 Mounds View Blvd, Mounds View, MN

4.6 ★★★★★ 18 reviews

Sort by: New

All children 4



Amy Kracht

1 review

★★★★★ 3 weeks ago

I find it extremely inconvenient that the library isn't allowing people to enter the building in person. All other businesses are opening up, I don't understand why the library can't as well.

Like

Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

4.6 ★★★★★ 126 reviews

All coffee shop 15 kids 15 study 11 computers 8



Tom Ivory

3 reviews · 7 photos

★★★★★ 2 weeks ago

Voted Friday. Fast, efficient, helpful staff and volunteers. Excellent!

Like

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

4.3 ★★★★★ 53 reviews

All kids 8 cafe 5 reading 4 trails 3 playground 3 walk

computers 3



Lynn

8 reviews

★★★★★ 2 weeks ago

Horrible experience from the receptionist lady!! So rude! Never going back here!!

Like



Danielle BW

Local Guide · 222 reviews · 63 photos

★★★★★ a month ago

Peter is Awesome....great personality

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

4.6 ★★★★★ 52 reviews

Sort by: New

All kids 8 study 6 windows 4 librarians 4 +4



Steve in St Paul

11 reviews

★★★★★ 5 days ago

Kind staff, ready to answer questions. Services are limited during the pandemic, as one would expect. Nice place to study

Like



N Suvor

Local Guide · 417 reviews · 4,973 photos

★★★★★ a month ago

Gorgeous, brand new library. High ceilings, large study rooms and a book-club meeting room. Only minus is that there is no coffee shop. Many other nearby libraries have a coffee shop.

Twitter:



Roseville, MN @RosevilleMN · Sep 18
Absentee voting starts today @RamseyCounty offers 3 convenient locations including @rclreads in Roseville cityofroseville.com/CivicAlerts.as...



8 7



Falcon Heights @FalconHeights · Sep 18
Early voting begins TODAY in @RamseyCounty! To #vote in-person, visit @rclreads in Roseville, or one of the locations in St. Paul or New Brighton. Info on early voting here--> ramseycounty.us/residents/elec...



1 2



Vadnais Heights, MN @Vadnais_Heights · Sep 18
In-person absentee voting begins today at @RamseyCounty Elections Office, New Brighton Community Center, and the @rclreads - Roseville location. Additional in-person absentee voting sites will open Oct. 27. For hours and more information, visit ramseycounty.us/VoteInPerson.



James @STPBike · Sep 22
Biked over to the Ramsey County Library (@rclreads) in Roseville to drop off my Mail-In ballot. Quick and easy. Bike racks right next to the door! Thanks @RamseyCounty



MJ @M_3927 · Sep 20
Good to see: @rclreads catalog availability for "RBG" dvd are all checked out or in transit/ requested. #RBG



MJ @M_3927 · Sep 25
Replying to @MsMillea and @MSHSLjohn
Family. A few years back, I rediscovered the public library. There are so many services and opportunities for people. Thank you for this swell tweet. Kudos to the @rclreads for being my life line.



MJ @M_3927 · Oct 28
Kudos to @RamseyCounty @rclreads for taking care of the in person voters at the Roseville location. Wow, the line stretched around the sidewalk corner. Glad to see the participation. #Vote



Sarah Lindberg @sbeth_lindberg · Sep 20
Thanks, @rclreads - we'll look into these! Glad we took our walk around the library today.



4



Christopher Danielson @Trianglemancsd

@rclreads Hello! I was unable to find hours for early voting on the website. Have those handy? Thx!

3:08 PM · Sep 21, 2020 · TweetDeck



RamseyCountyLibrary @rclreads · Sep 22
Replying to @Trianglemancsd

You can vote at the library in Roseville, Monday-Friday, 10 a.m. - 4 p.m. For other early voting locations:

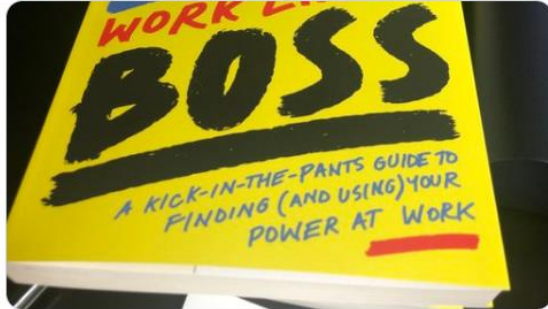


1 1



Mo21 @mo21floyd · Sep 23
It's over for you SOB's.

@Nylons



1



25



Nancy Lyons @Nylons · Sep 23
YESSSS! So glad you have it. Thank you!! Looking forward to hearing what you think.

2



Rachel H
@RachelJeanMpls

Replying to @Nylons and @mo21floyd

I just requested that @rclreads purchase this book. I'll be first in line to check it out! :)

2:10 PM · Sep 23, 2020 · Twitter Web App



Ramsey County Library Friends @RCLFriends · Oct 1

Thanks to this kind patron and all the other shoppers for supporting @rclreads with your purchases in our September sale! Watch for announcements about our Virtual Used Bookstore coming this month.

Laura P Salas is celebrating! @LauraPSalas · Oct 1

So grateful that @RCLFriends was able to resume their book sale. Finally, I could restock my @LtlFreeLibrary! #LittleFreeLibrary



2



Tammy R @tamsterstpaul · Oct 5
Voting! (@ Ramsey County Library - Maplewood - @rclreads in Maplewood, MN w/ @scoobydoo21) swarmapp.com/c/31301yrKJCI



Jessie Everts, PhD @jessievertspd · Sep 24
Turned in my ballot at @rclreads Ramsey County library in @cityofshoreview #vote



2



4



I Vote It's My Superpower
@VoteSuperpower

Replying to @jessievertspd @rclreads and @cityofshoreview

Thanks for voting! #IVote #Vote #Vote2020

11:12 AM · Sep 25, 2020 · Twitter Web App



T. G. Polachek @TomsBrightIdeas · Sep 26
Replying to @FrederickMelo

I feel the same way about @rclreads Roseville. I dropped off an audio book and chatted w/ one of the longtime librarians I know. I told him I miss Howard-the-librarian's #CountdownTrivia before closing and suggested they have a trivia contest



1



Tom Weber @webertom1 · Sep 29
The Ramsey County Library (@RCLreads) in @RosevilleMN is now open for early voting, until 4:00 pm. Today would be a good day to go #vote



Vote in Person
ramseycounty.us



4



2



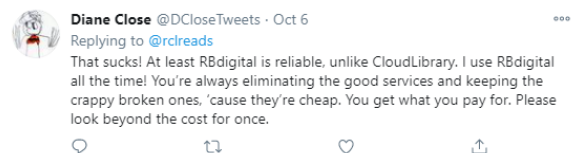
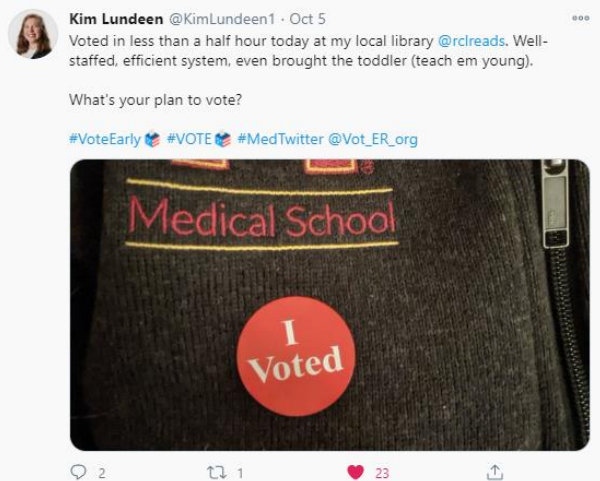
Ramsey County Library Friends @RCLFriends · Oct 1

Our September \$5 Curbside Bag Sale has come to a successful end. With over 820 bags of books sold we raised \$3,350 to support @rclreads. \$5 Bags of Books will be available again through our new Virtual Used Bookstore. Watch for details coming soon! rclfriends.org/buy-books/curb...



2







Mindy Greiling @MGreiling · Oct 16

I'm excited to do this free event with Sue Abderholden, NAMI-MN Ex. Dir! Co-hosts: LWV of Roseville Area, Ramsey County Library-Roseville and NAMI Ramsey. See flier to register. @NAMIAdvocacy @NAMIMinnesota @UMinnPress @LWVMinnesota @LWVRoseville @rclreads



4 6



Roseville, MN @RosevilleMN · Oct 16

Voting made easy @RamseyCounty @rclreads mnvotes.org



3 7



Ramsey County Library Friends @RCLFriends · Oct 19

#FriendsOfLibrariesWeek is a time to raise awareness & build membership. You can help us support @rclreads by inviting your friends to join us as members, social media followers, volunteers or donors.

- rclfriends.org/support-us/mem...
- facebook.com/rclfriends
- instagram.com/rclfriends



2 4



Med Book Club @MedBookClub1 · Oct 22

Replying to @JDoctobe @TomSchmidt30 and 2 others

Come join us! We've got tons of recommendations and monthly discussions! #MedBookClub

2



Tom #MaskUpMN Schmidt, MD, MHS @TomSchmidt30

In both med school & residency, reading for pleasure has often not been an option. I appreciate @rclreads for their audiobooks allowing me to listen to books while I commute & exercise! 📱 📖 🎧

Next up, "A Terrible Thing to Waste" by @haw95!

#ReadingInResidency
#MedTwitter

1:12 PM · Oct 21, 2020 · Twitter for iPhone

2 Likes



Tom #MaskUpMN Schmidt, MD, MHS @TomSchmidt30 · Oct 21

Replying to @TomSchmidt30

And yes. @ZekeMD, I didn't find the time to read the hard cover copy before I had to return it this past spring 🙄

1



Jenna K Johnson @JDoctobe · Oct 21

Replying to @TomSchmidt30 @rclreads and @haw95

If you have any suggestions, let me know! Reading for fun has become a core part of grad school for me to maintain sanity :)

1 1



Med Book Club @MedBookClub1 · Oct 22

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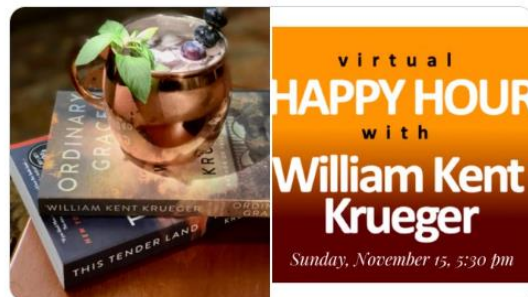


Ramsey County Library Friends @RCLFriends · Oct 29

Register by 11/1 to be eligible for prize drawings during our 11/15 Virtual Happy Hour with @WmKentKrueger + be mailed a party pack with cocktail, mocktail, and appetizer recipes.

Details: rclfriends.org/events/wkk

Proceeds support Ramsey County Library/@rclreads.



4 4



Ling Becker @ling_becker · Nov 2
@stpaullibrary @rclreads



Ling Becker @ling_becker · Nov 2

Our last @RamseyCounty TechPak lottery of the year opens this morning at 8am. A chance for COVID-19 impacted job seekers to get access to digital literacy supports & technology bundled to support job search and training. ramseycounty.us/techpaks @TechDumpMN #digitalequity



Eric Iverson @Eric_Iverson · Nov 2
Replying to @MNSecofState

And it was very easy to drop my ballot off today, with zero line at the @rclreads in Roseville.



Ling Becker @ling_becker · Nov 10

PSA: I just love librarians! They are such amazing and helpful people. We are so fortunate to have fab libraries and such incredible staff at a time like this! Thx for all the TechPak support! @RamseyCounty @rclreads @stpaullibrary @CPStP @JillBoldenow



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10



Jill Boldenow @JillBoldenow

Replying to @ling_becker @RamseyCounty and 3 others

Thank you, @ling_becker, for making TechPaks available! These meet such a vital need!

7:37 PM · Nov 10, 2020 · Twitter Web App

3 Likes



Hannah @unstudiousasian

Why are your workers rude? Maybe you can hire more people with a Masters in customer service or racial and disability inclusion instead of "Library Science" @RCLFriends @rclreads

4:30 PM · Nov 9, 2020 · Twitter for iPhone



RamseyCountyLibrary @rclreads · 6h

Replying to @unstudiousasian and @RCLFriends

Hi Hannah,

Please DM us more information about your concerns. Thank you.

