

**Ramsey County Library
Board of Trustees Meeting
February 17, 2021
Virtual Meeting Agenda
6:30 PM**

CONNECT community
INSPIRE curiosity
CULTIVATE learning

The meeting is available for public viewing at
<https://zoom.us/j/91071506129?pwd=cU5lclRWdGNnZEpJUUpJWXP5RzJRUT09>
 Phone: 651-372-8299; Meeting ID: 910 7150 6129; Passcode: 905758

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 January 20, 2021 Minutes (2)
 - B. Director's Report (3)
 - C. Annual Gift Acceptance (4)
 - D. Friends of the Ramsey County Libraries Report (5)
 - E. 2020 Fourth Quarter Reports (6)
 - 1. Workplan Report (7)
 - 2. Financial Report (8)
 - 3. Statistical Report (9)
 - 4. Incident Reports (10)
- V. Action Items (6:40-7:10)**
 - A. Resolution Regarding the Retirement of Janet Smihi (11)
 - B. Resolution Regarding the Retirement of Lynn Wyman (12)
 - C. 2020 Year End Reserve List (13)
- VI. Discussion Items (7:10-8:30)**
 - A. Task Force Update (14)
 - B. Library Director Search Update (15)
 - C. Conduct Policy Update (16)
 - D. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings

March 17, 2021 6:30 p.m.	Virtual Meeting	Library Director Search Update Annual Report to State 2022-2023 Budget Timeline/Overview Review Fines & Fees
April 21, 2021 6:30 p.m.	Virtual Meeting	Library Director Search Update Annual Report to State 2022-2023 Budget Approval

Library Board

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

Interim Library Director
Karen Saltis

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

Minutes of the Ramsey County Library Board January 20, 2021

LIBRARY BOARD PRESENT:

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

STAFF PRESENT:

Karen Saltis, Interim Library Director; Mary Larson, Library Board Coordinator; Lynn Wyman, Deputy Director; Chuck Wettergren, Digital Services Manager; Jeff Eide, Senior Library Manager; Carol Jackson, Library Manager; Tami Lee, Children's Librarian

OTHERS PRESENT:

Victoria Reinhardt, Ramsey County Commissioner; Jean Krueger, Ramsey County Property Management Director; Cyndi Cook, Friends of the Ramsey County Library Director

CALL TO ORDER:

Neblett called the virtual meeting to order at 6:45 p.m. via Zoom video conference. She welcomed Commissioner Reinhardt as the new County Board liaison to the Library Board for 2021.

PUBLIC COMMENT:

No public comment.

APPROVAL OF AGENDA:

Woods made a motion to approve the agenda for January 20, 2021, as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

APPROVAL OF MINUTES:

Willems made a motion to approve the minutes of December 7, 2020 and December 16, 2020 as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

DIRECTOR'S REPORT:

Greetings: During my first weeks as the interim library director, I've spent time getting to know Board Members, Friends, and Library staff. Thank you all for your willingness to meet and share your thoughts with me. I'm looking forward to this journey we are on together.

Deputy Director Hiring Update: The posting was shared with the following: ALA job list, Spectrum Scholar job list, Monster, Indeed, Diversity.com, Government jobs, and Linked In. Application screening has occurred and Round 1 interviews tentatively planned for February 4th with second round to follow shortly thereafter. Feedback has been solicited from the management team who directly reports to this position as well as from the board trustees. Discussion on this topic will occur during the January board meeting.

Staff News: From Monica Stratton-Branch Manager of the Ramsey County Library-Maplewood "It is with great joy and pride (and permission, of course) that I am emailing to let you all know that **Tasha (Nins)**, yes, our very own Tasha, has been selected to serve on the 2022 Caldecott Award Selection Committee. Please join me in offering her congratulations - this is a professional goal for many children's librarians and I am so proud that Tasha will be representing not only Ramsey County Library but also Minnesota and our local community as she dives into what will surely be a long but ultimately rewarding year serving on the committee. Congratulations, Tasha!!!"

Countywide Initiatives:

1. The Countywide Culture project related to theme one of the Talent Attraction, Retention and Promotion (TARP) strategic priority has regrouped after a pause due to COVID. Employees are encouraged to help

put our values (People, Integrity, Community, Equity, and Leadership) into action by participating in the behavior alignment.

2. A talent priority classification and compensation update will be presented to county board on January 19, 2021. The update will include a discussion of the findings and recommendations. Employee information sessions will follow to share a summary and will focus on the overall market findings.
3. The Residents First strategic priority took a leap forward in 2020 by standing up five Countywide Service Centers, three of which are located in our regional library branches of Maplewood, Shoreview, and Roseville. In 2021, Service Delivery Advisory Councils are being launched. The Senior Advisory Council consists of senior-level service team representatives who are empowered to represent and communicate to multiple departments and programs within the Service Team. Primary responsibilities include service delivery roadmap ownership, process approval, resource allocation (personnel), and escalated issue resolution. I have been selected for this council.

The Operations Advisory Council is an operations-level group of representatives. Primary responsibilities include service prioritization and onboarding, process design, service center/department relationship, issue resolution and escalation. Jeff Eide has been selected for this council.

Thank you for this opportunity to serve as the Interim Ramsey County Library Director. I will work hard to share information with you in a transparent manner. Please provide me feedback if you feel I'm not striking the right balance. I look forward to working more closely with you and the staff in the months ahead.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

Friends Board to vote on 2021 funding support for Ramsey County Library

Karen Saltis and Jeff Eide attended the Friends Executive Committee meeting via Zoom on January 12, 2021. The Executive Committee was pleased to have the opportunity to meet Karen and expressed their interest in working with her in the months ahead in her new role as RCL Interim Director. Jeff provided a PowerPoint overview of the many things RCL accomplished with the support of the Friends funding in 2020 and presented the RCL priorities for 2021. The Executive Committee was unanimous in their support of providing a grant of \$130,000 to RCL in 2021 and will present their recommendation to the full Board of Directors at their meeting January 25, 2021.

Friends now accepting Drop & Go Donations at Maplewood, Roseville, and Shoreview

Patron donations are essential to the success of our new Virtual Used Bookstore and we are now able to accept gently used books, DVDs and CDs at the Maplewood, Roseville and Shoreview locations only. There are labeled bins near or in the Friends used bookstore areas to drop off donations with the following guidelines:

- Masks are required to enter the library and donors are asked to practice social distancing during drop-off.
- Donations can be made anytime during regular library hours.
- Volunteer and storage capacity require that we limit donations to two grocery bags or similarly sized boxes per donor, per day.
- Leaving donations with librarians is not permitted. Library staff are not currently authorized to receive donations and should not be burdened with the additional responsibility of handling our donations.
- For a complete list of what we can and cannot accept for donations visit: www.rclfriends.org/buy-books/donate-books

Donations are coming in for the February *Hats Off to the Library!* Online Auction

The Gala Planning Committee pivoted to an online auction in lieu of the Annual Gala this year and donations are starting to come in. Watch for auction item news in January and February on our website www.rclfriends.org and via our e-news and social media.

We are grateful again this year for the generous support and partnership of the Friends 2021 Signature Sponsor, Northeast Bank!

LIBRARY BOARD THANK YOU:

Board Chair Sylvia Neblett drafted a thank you message to Library staff for the inclusion on the Library Board's consent agenda.

Willems made a motion to approve the Library Board thank you message to staff as presented. Berry seconded the message, which was approved unanimously via roll call vote.

ANNUAL MEETING:

Election of Chair, Vice Chair, and Secretary

As per the Ramsey County Library Board of Trustees By-Laws, Article III, Section 4: the officers of the Board of Trustees shall be a chair, vice chair, and secretary. Officers shall be elected by majority vote.

The duties of the officers, as defined in by-laws:

The Chair of the Board of Trustees shall preside at all meetings, appoint all committees, authorize calls for any special meetings, execute documents authorized by the Board, and generally perform the duties of a presiding officer.

The Vice Chair of the Board of Trustees shall assume the duties of the Chair in the event of the absence or disability of the Chair. In addition, the Chair may assign duties to the Vice Chair with concurrence of the majority of the Board of Trustees.

The Secretary of the Board of Trustees shall be responsible for ensuring that a true and accurate account is kept of all proceedings of the Board meetings; that notices of all meetings are issued; that the minutes and other records of the Board are maintained; and that the Board of Ramsey County Commissioners is notified of any vacancies on the Library Board of Trustees.

Willems nominated Ly-Xiong, and moved her election as Chair of the Ramsey County Library Board. Berry nominated Willems, and moved her election as Chair. Willems thanked Berry but declined the nomination for 2021. With no other nominations, Ly-Xiong was unanimously elected as Chair for 2021 via roll call vote.

Neblett nominated Willems, and moved her re-election as Vice Chair of the Ramsey County Library Board. Chiclana-Ayala seconded the motion. Willems was unanimously re-elected as Vice Chair for 2021 via roll call vote.

Chiclana-Ayala nominated Chang, and moved her election as Secretary of the Ramsey County Library Board. Neblett seconded the motion. Chang was unanimously elected as Secretary for 2021 via roll call vote.

Library Board By-Laws and Policies

The Library Board completed a comprehensive review of the by-laws and policies in 2016-2017, and revisions were approved in April 2017. Both documents were significantly revised, and a chart clarifying roles of the Library Director, Library Board, Friends of the Library, and County Board was developed.

The by-laws were revised again in 2020 to improve consistency and clarify intent regarding the annual meeting, term lengths, and library director performance appraisals. The policies were revised to cover the purchase of professional services and contracted services, which were not mentioned in the previous version. The threshold

for grant acceptance by the Library Director was raised to \$25,000 for consistency with gift acceptance and purchasing authority.

No changes to the by-laws or policies were proposed by staff for 2021. Woods noted that the responsibility chart was updated by Boldenow. The updated version will be shared with the Library Board members.

Chiclana-Ayala made a motion to approve the Library Board By-Laws as presented. Neblett seconded the motion, which was approved unanimously via roll call vote.

Chang suggested that the term 'Library Board member' be replaced with 'Library Board trustee' wherever it appears in the Library Board policies to clarify their roles.

Chiclana-Ayala made a motion to approve the Library Board Policies as amended. Willems seconded the motion, which was approved unanimously via roll call vote.

Liaison and Library Board Committee Appointments

Friends Board Liaison Appointment

As per the Ramsey County Library Board of Trustees By-Laws, Article VI, Duties of the Board of Trustees: the Library Board will maintain a liaison to the Friends of the Ramsey County Libraries board. The Library Board makes this appointment each year. Marisol Chiclana-Ayala has served in this role since 2018, and indicated that she would step down from the role to allow another trustee to be appointed.

Neblett nominated Woods and moved his appointment as Liaison to the Friends of the Ramsey County Libraries Board. Chiclana-Ayala seconded the motion, which was approved unanimously via roll call vote.

Committees

At each annual meeting, the Library Board appoints members to any committees they wish to form. The Library Board's By-Laws and Policies do not prescribe the formation of any committees. However, common committees include a Personnel Committee and a By-Laws and Policies Review Committee. Committees may be formed throughout the year as well. Policy C of the Library Board Policies outlines committee principles, purposes, and authorities.

The members of the Library Board Task Force, Willems, Chiclana-Ayala, and Woods, indicated that they will remain on the task force with County Commissioners and County staff in to complete that work that has been done to date on clarifying the roles and responsibilities of the Library Board and County Board. Other committees or task forces will be appointed as needed throughout the year.

2021 Annual Schedule of Meetings

The Ramsey County Library Board currently meets at 6:30 p.m. on the third Wednesday of each month. Additional meetings may be scheduled on the first Wednesday of a month or any other date as necessary. Meetings are currently being held remotely via online video conference due to the COVID-19 pandemic. If onsite meetings resume at some point in 2021, meeting locations at the seven library branches have been reserved.

Neblett made a motion to approve the 2021 Annual Schedule of Library Board Meetings as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

TERMINATION OF LICENSE AGREEMENT:

On October 25, 2020, Ramsey County Library received notice that Dunn Bros. coffee shop in RCL-Roseville would be closing on December 15, 2020. The franchise agreement was up for renewal in 2021, requiring a significant

financial investment from KADE 2. Due to the renewal fee and reduced revenue in 2020 from the pandemic, the franchise owner was unable to meet these conditions.

The current license agreement is in effect until 2025, and does not allow for termination by the licensee for financial hardship. Ramsey County Attorney's Office has advised that termination through a notice of default and termination is possible as approved by the Library Board. The Attorney's Office is working with Property Management and Library staff to determine the financial obligations of the franchise owner under the license agreement, and to finalize the legal document for the signature of the Library Board Chair.

Neblett made a motion to approve the notice of default and termination of license agreement as prepared by the Ramsey County Attorney's Office and Ramsey County Property Management, and to authorize the signature of the Library Board Chair on the notice. Willems seconded the motion, which was approved unanimously via roll call vote.

LIBRARY DIRECTOR SEARCH UPDATE:

At the request of the Library Board during the December meeting, a chart showing Minnesota library director salaries and/or salary ranges for 2019 was shared. Commissioner Reinhardt noted that Ramsey County's last comparable worth salary study was completed in the 1980s. The County is in the process of reviewing all job classifications and salaries as part of its Talent Attraction Retention and Promotion initiative, with a County Board workshop held on 1/19/21 to update the Commissioners on the status of the study. A copy of the recording will be shared with the Library Board.

The Library Board requested an outline of the director search process from Ramsey County Human Resources and the name of the HR Manager who will lead the process. Multiple Library Board committees were utilized during the last director search prior to the final interviews, which were held with the full Board.

DEPUTY DIRECTOR SEARCH UPDATE:

Applications have been received and reviewed for the Deputy Director position, with first round interviews scheduled for February 4 and 5. Finalist interviews will be held February 12. Saltis requested Library Board input in the process via a representative on the first round interview panel. Neblett volunteered to serve as the Library Board representative.

MAPLEWOOD RENOVATION UPDATE:

Library staff continue to work with Ramsey County Property Management to develop a project plan to guide the renovation project at RCL-Maplewood. Since the last update, the release date for the Request for Proposals (RFP) has been delayed to Spring 2021 to better align schedules with further development of the service centers and the Residents First Facilities initiative. This will allow for a better definition of service center components that might be at Maplewood for the pre-design work. The pre-design phase is projected to start in Summer 2021.

The Board members discussed the amended timeline for the project, and the need to keep the Library Board actively involved in the planning process. Commissioner Reinhardt gave the Library Board background on the Residents First Initiative that is the basis for the service centers. Funding for the service center will be separate from the suburban-only library levy for the renovation.

TASK FORCE UPDATE:

Willems reported that the task force created to address Library Board and Ramsey County roles and responsibilities met the previous week, and has additional meetings scheduled into early February. Task force members include Willems, Chiclana-Ayala, and Woods representing the Library Board; County staff Lidiya Girma and Elizabeth Tolzmann; and County Board representatives Commissioners McGuire, Frethem, and Matas-

Castillo. Once the group has completed its meetings, the Task Force recommendations will come to the Library Board for discussion.

NEXT MEETING:

February 17, 2021 – 6:30 p.m.

ADJOURNMENT:

Following a motion by Neblett and a second by Chiclana-Ayala, Ly-Xiong adjourned the meeting at 8:30 p.m.

Respectfully Submitted,

Mary Larson
Library Board Coordinator

draft

DIRECTOR'S REPORT**February 2021**

January Staff Updates:	Hired:	Deqa Hassan, Part-time Librarian at RCL-Roseville and RCL-North St. Paul
	Redeployed:	Kathy Sophie, returned from redeployment
	Promoted:	Tiffany Ly, from Library Page to Library Associate in Digital Services at RCL-Roseville

Deputy Director Hiring Update: First and second round interviews have been conducted. We're currently in the reference and background check stage. The goal is to appoint and onboard the successful candidate as close to Lynn's retirement at the end of the month as possible.

IT Consolidation Update: Consolidation has made significant progress. The timetable to begin moving staff onto the county network is late February to early March. Digital Services is working with Information Services to iron out the many details around software configurations, desktop setups, shared folder access, phones and business applications.

Near-term milestones include updated/added cabling and network access (in progress), new phones (February), and new computers (February/March).

Service Delivery Redesign: Approval has been granted for the American Association of Retired Persons (AARP) Tax Preparation Assistance to be offered three days per week at the Ramsey County Library-Maplewood starting February 17th. RCL worked collaboratively with AARP, Public Health, Property Management, Service Centers, and Workforce Solutions to make this valuable community service available in a safe manner.

Other potential adjustments to library service delivery, such as a pilot to open Roseville for limited browsing, are in the planning stages. Staff will be engaged through the safety committee and other ways to provide valuable feedback for consideration prior to moving forward. Public Health, Property Management, and Service Centers will also be actively engaged. No timeframe has been determined for implementation.

OverDrive Transition Update: The Metropolitan Library Service Agency (MELSA) has confirmed they are migrating their cloudLibrary purchased content to Libby and OverDrive on Monday, February 22nd. RCL's cloudLibrary collection migrates and goes live on Libby and OverDrive on Tuesday, February 23rd. Staff is preparing for questions from patrons regarding this change.

Staff News: Monthly I will be highlighting examples of exemplary staff performance. This is my method to share positive feedback and is in no way meant to diminish the hard work of other staff who are not mentioned. All staff efforts are highly valued!

Kudos to the Teen Librarians, including Erica Redden who is the lead, for their efforts behind the MakerTeen @ Home kits. The following is praise from a parent to our Friends president Cyndi Cook.

"Hello Cyndi,

Thank you for the warm welcome letter.

That I could see, there was no place to add a note as to why I donated to your wonderful organization. I would just like to share with you that it is because of the fantastic MakerTeen kits you have all put together, I am reaching out to you. The kits have so impressed me! I have shared the information with many families that have teens because they are so neat and organized. I couldn't be more appreciative.

Thanks for providing some much needed and well thought out activities for myself, my family and the community. Well done."

And Cyndi's response is as follows:

"The Friends provide the funding behind the kits and we are proud partners of this effort. But it is the Teen Librarians who are the true heroes behind this RCL resource.

I've copied the lead Teen Librarian, Erica Redden, so she can share your high praise with the team at the Library.

Thank you so much for sharing your experience."

Countywide Updates:

1. The 2022/2023 budget kickoff is planned for late February. A detailed timeline and summary of expectations will be part of the March Library Board of Trustees meeting.
2. The 2022/2023 Capital Improvement Program (CIP) requests have been submitted through the countywide process, which is coordinated through our service team, Economic Growth & Community Investment. As a reminder, requests for projects at RCL-Maplewood and RCL-Roseville are being considered. These projects are being led by Property Management in conjunction with library staff and will incorporate building changes that support county service center operations. Presentations to the Capital Improvement Program Advisory Committee are scheduled for March 4.
3. The Service Delivery Senior Advisory Council and Operations Advisory Council are holding their first meetings in February. I serve on the **Senior Advisory Council** and **Jeff Eide** serves on the **Operations Advisory Council**. Routinely I will share information on the progress of these councils in my monthly director's report.

Saying goodbye to Lynn: I've only known Lynn for a couple short months but in that time, her exemplary dedication to the Ramsey County Library has really shown. For more than four decades, Lynn has put her heart and soul into making the patron and staff experience the best that it could be. Thank you, Lynn, for everything you've done, and we wish you a long and happy retirement!

Karen Saltis

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Accept Gift

Presented By
Karen Saltis,
Interim Library Director

SUBJECT:

Annual Gift Acceptance

BACKGROUND:

In accordance with Library Board policies, all gifts and grants exceeding \$25,000 must be approved by the Library Board.

Each year, the Friends of the Ramsey County Libraries give a gift to the Library for a variety of program needs identified by Library staff. For 2021, the Library requested \$130,000 for collections, programming, the Summer Learning Program, closed captioning, home delivery by mail, the Library newsletter, and employee development. The Friends' Board approved the request at their meeting on January 25, 2021.

A copy of the memorandum to the Friends outlining the planned use of these funds is attached.

BOARD ACTION REQUESTED:

To accept the annual gift of \$130,000 from the Friends of the Ramsey County Libraries for 2021 program and service needs identified by the Library.

Memorandum

To: Friends of the Ramsey County Libraries
CC: Library Administrative Team
From: Jill Boldenow, Library Director
Date: December 14, 2020
Re: 2021 Grant Request

Thank you for giving the Library the opportunity to present its 2021 funding request to support a range of valuable programs, services, and resources. The support of the Friends of the Ramsey County Libraries continues to be essential to the Library's ability to serve communities.

For 2021, the Library is requesting a \$130,000 grant to support the following priorities.

Item	Grant Amount
Collections	\$30,000
Children's Summer Learning Program	\$22,000
Teen Summer Learning Program	\$16,000
Children's programs/supplies	\$17,000
Teen programs/supplies	\$8,000
Adult programs	\$20,000
Closed captioning	\$3,000
Home delivery by mail	\$12,000
Library newsletter	\$1,500
Employee development	\$500
Total	\$130,000

Collections - \$30,000

This funding supports one-time enhancements to the Library's collection. The Library always faces pressures to keep up with patron requests, replace old editions of standard titles, acquire new titles, and maintain collections in a variety of print and electronic formats. A Collections Steering Team will determine how to allocate this funding to meet emerging collections needs.

Summer Learning Program - \$22,000 for Children; \$16,000 for Teens

Summer Learning Programs for children and teens seek to improve reading abilities, increase time with books, enhance the enjoyment of reading, and deepen parental involvement with children's reading. Looking forward to Summer 2021, we need to remain flexible as the pandemic evolves. Funds will support Summer Learning Program promotion; free books; the creation of kits (after the wildly

successful launch of Read. Make. Do. kits and Maker Teen kits in summer 2020); virtual programming for social media and the RCL website; prizes; and other programming as circumstances permit.

Children's Programs - \$17,000

Throughout the year, pre-literacy programs help 0-5 year-olds with school readiness. Other children's programs help elementary-age children succeed in school. Funding will support year-round educational learning kits and programming to support families struggling to keep busy with literacy-rich, educational, and fun projects at home and at the library if possible.

Teen Programs - \$8,000

Throughout the school year, the Library provides teens with safe, positive learning experiences and resources after school. These funds will support teen programs and program supplies, including take-home kits, virtual programs, and onsite programs (if possible) at libraries.

Adult Programs - \$20,000

The Library presents a range of educational, skill-building, and enrichment programs for adults. Friends funding enables the Library to present vital programs that do not qualify for Legacy funding. Examples of funded adult programs include history programs, community well-being programs, digital literacy classes, and maker classes. Funding from the Friends will support program materials, honoraria fees, exhibit fees, and other related programming costs.

Home Delivery by Mail - \$12,000

In 2020, the Library initiated a program to deliver library materials to individuals who are home-bound or who cannot travel to the Library due to COVID. Outreach librarians deliver the materials to patrons currently, but we will transition to a U.S. mail delivery method to sustain this valuable service. Friends funding will support the launch of home delivery by mail in mid-2021.

Closed Captioning - \$3,000

This investment supports closed captioning for the Library's programs that are archived on the website and shared via other channels such as YouTube.

Library Newsletter - \$1,500

This investment supports the publication of the *Explore* newsletter. The newsletter will be mailed to Friends members, and copies will also be available for the public online and in the libraries.

Employee Development - \$500

These funds are used for staff development and to support the two In-service Training Days for all staff and volunteers.

Thank you for considering this grant request. The Friends' support continues to significantly expand the Library's capacity and impact as we serve all ages in myriad ways.

Friends Update—February 2021

Join the Friends at our **Hats Off to the Library! Online Auction** coming up from Thursday, February 18, through Thursday, February 25, 2021. Tip your hats (and your wallets) to help add 1000 new materials to the Ramsey County Library lending collection! The Friends auction will feature items such as dining and sightseeing experiences, artwork, autographed books, food and wine, sports, travel, and themed gift baskets. Shop and bid online from the comfort of your own home. Proceeds support Ramsey County Library online resources and locations in Maplewood, Mounds View, New Brighton, North St. Paul, Roseville, Shoreview, and White Bear Lake. Our goal is to raise \$15,500 toward the Friends 2021 grant commitment of \$30,000 for the Ramsey County Library collection.

Help the Friends grow to 1,000 library advocates strong!

The Friends are entering the final year of our three-year membership campaign to grow our membership to 1,000 households. Membership is currently at 753 households and the Membership Committee will be working hard in 2021 to raise community awareness and help reach this goal.

Thank you to our 2021 Partners for their generous support!

- Signature Sponsor Northeast Bank
- Media Sponsor Twin Cities Pioneer Press
- Mary and Wayne Carter
- Pamela Harris
- Kate and Rob Huebsch
- John and Ann Trapnell
- Rong Yang and Haifeng Xiao

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Information and
Discussion

Presented By
Karen Saltis,
Interim Library Director

SUBJECT:
2020 Fourth Quarter Reports

BACKGROUND:

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

- Workplan Report – prepared by Karen Saltis, Interim 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

Summary of Key Outcomes

Priority 1: Facilitate access by removing barriers.

Key Outcomes:

- Provided modified services due to COVID-19 pandemic.
- Received Library Board approval to suspend fines on all materials.
- Provided 553 hours of Racial Equity and Inclusion training to 108 staff.
- Advanced efforts in IT Consolidation related to computers and phones.

Priority 2: Foster literacy and lifelong learning.

Key Outcomes:

- Revised service delivery to include virtual and take-home learning opportunities for children and adults.
- Provided tech help appointments by phone.
- Added 2,343 student library cards for middle and high school students.

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

Key Outcomes:

- Supported nearly 4 million pageviews on the library's website in the second half of 2020.
- Worked with Service Center initiative to provide iPads to families during appointments. Shared iPad management practices used by the Library.
- Delivered materials to residents at home.

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

Key Outcomes:

- Strengthened partnerships with County Elections, Workforce Solutions, Public Health, Financial Assistance Services, Parks and Recreation, and Corrections.
- Partnered with Youthprise to deliver meals to children in need.
- Engaged more volunteers in the library.

Ramsey County Library | 2020 Work Plan

Priority 1. Facilitate access by removing barriers.

Initiatives	Results and measures
<p>Deliver <i>Residents First</i> customer service (KS)</p> <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 	<p>Quarter 1</p> <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 <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Fines change outcomes ○ 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 <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Fines change outcomes ○ YTD: 807 formerly blocked youth checked out 9,162 items ○ YTD: Registered new cards for 806 under age 18; 3,600 over age 18

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none"> ○ Evolved modified services; met increasing demand ○ Approved fine-free policy to include all materials <p>Quarter 4</p> <ul style="list-style-type: none"> ○ Fines change outcomes <ul style="list-style-type: none"> • YTD: 841 formerly blocked youth checked out 10,769 items • YTD: 3,234 new cards registered for patrons under age 18*; 4,367 new cards registered for patrons age 18 and over. Note: ConnectEd partnerships with schools was largely responsible for increase of under 18 registrations ○ Staged non-regional public libraries for future express service during COVID-19, including reconfiguring for proper distances, redistribution of newer computers throughout buildings and updating Cybrarian ○ Provided 553 hours of Racial Equity and Inclusion training to 108 staff in 2020
<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

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none"> ○ Implemented fine free configurations in Horizon to prevent accumulation of fines <p>Quarter 4</p> <ul style="list-style-type: none"> ○ Launched proof on concept testing at library in New Brighton for IT consolidation - including network devices, phones, staff desktops and Library business applications ○ Received approval through County Intake process to initiate self-check RFP ○ Staged updated CircIT server within County network ○ Completed replacement of AMH system consoles at three regional libraries ○ Ordered iTiva telephony messaging upgrade ○ Worked with County VoIP team to complete station reviews and plan for directory number transfers
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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

Ramsey County Library | 2020 Work Plan

	<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
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Ramsey County Library | 2020 Work Plan

	<p>Quarter 4</p> <ul style="list-style-type: none"> ○ Provided a total of 37 virtual children’s programs with 7,767 views ○ Provided 22 Storytimes and Storytime Snacks via Facebook with 3,718 views and 6 Guest Star Storytimes with 1,403 views ○ Distributed 1,760 Read.Make.Do kits ○ Checked out 11,790 books through the website Grab Bag feature ○ Saw 32 active readers in the 1,000 Books Before Kindergarten program ○ Developed virtual kindergarten party card registration process to automated manual processing
<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 ○ 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

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none"> ○ 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>Quarter 4</p> <ul style="list-style-type: none"> ○ Offered 58 virtual programs with 339 teen attendees ○ Provided 10 different Maker Teen at Home kits with craft and STEAM activities; distributed 902 kits ○ Offered a Special Holiday Card kit where teens created 847 cards for incarcerated youth and kids and teens in foster care ○ Surveyed teen program participants on library program offerings; 94% rated programs as Excellent or Very Good ○ ConnectEd: added Student Access library Cards for middle and high school students <ul style="list-style-type: none"> ○ White Bear School District: 1,520 ○ Roseville: 548 ○ Mounds View: 275 ○ Completed setup with the North St. Paul school district to participate in ConnectEd initiative. Pending 1st quarter 2021
<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

Ramsey County Library | 2020 Work Plan

	<p>Quarter 2</p> <ul style="list-style-type: none"> Started CTEP supported computer and tech help appointments by phone <p>Quarter 3</p> <ul style="list-style-type: none"> Increased tech help appointments by phone <p>Quarter 4</p> <ul style="list-style-type: none"> Hired Library Associate Position to assist with Digital Literacy and Maker programming. Position starting January 2021
<p>Offer additional adult programs supporting education and enrichment (stats to JE)</p> <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) 	<p>Quarter 1</p> <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 <p>Quarter 2</p> <ul style="list-style-type: none"> Provided 31 adult programs with attendance of 306 Delivered 2 history programs for 48 attendees <p>Quarter 3</p> <ul style="list-style-type: none"> Provided 69 adult programs with attendance of 1,833 Delivered 15 history programs for 1,192 attendees <p>Quarter 4</p> <ul style="list-style-type: none"> Provided 85 adult programs with attendance of 4,910 Delivered 24 history programs for 4,147 attendees Offered 18 digital literacy programs wherein 137 residents participated

Ramsey County Library | 2020 Work Plan

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 (KS/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 	<p>Quarter 1</p> <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 <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Welcomed 828 visitors into RCL buildings ○ Circulated 300,566 library materials ○ Installed Kidzibits learning interactives at RV ○ Provided library perspective to the Residents First Service Delivery team ○ Fixed RCL-White Bear Lake HVAC ○ Upgraded digital signage ○ Completed installation of LSTA-funded amenities in the RV children's reading garden <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>Quarter 4</p> <ul style="list-style-type: none"> ○ Circulated 463,827 library materials to residents ○ Served 44,821 in-person visitors through public computing appointments, early voting, Grab & Go library materials service, and Service Center transactions ○ Worked with Service Center initiative to provide iPads to families during appointments. Shared iPad management practices used by the Library

Ramsey County Library | 2020 Work Plan

<p>Enhance virtual space and discoverability (CW)</p> <ul style="list-style-type: none">• Launch and develop work flows/content on BiblioCommons• Ensure that E-books are discoverable in catalog• Promote and expand Beanstack programs• Launch streaming video• SimplyE	<p>Quarter 1</p> <ul style="list-style-type: none">○ Launched BiblioCommons: improved web, events, and catalog platforms○ Imported records to integrate E-books into catalog○ Expanded Niche Academy with RCL-created video○ Updated website to support modified services and online collections in response to COVID 19○ Supported 504,883 visits to the library's website○ Facilitated 47,345 sessions on library computers○ Connected patrons with 120,526 Library Wifi sessions○ Registered 165 new Beanstack users (who log 1,000 Books Before Kindergarten or Summer activities) <p>Quarter 2</p> <ul style="list-style-type: none">○ Created virtual programs on web, social media, Zoom○ Redesigned website to highlight the Digital Library; race and social justice resources; kids and teen programming and maker kits○ Imported CloudLibrary records so E-books are discoverable in BiblioCommons catalog○ Created the RCL Kids and RCL Teen Niche Academy to house maker and story time videos○ Converted videos to support closed captioning <p>Quarter 3</p> <ul style="list-style-type: none">○ Supported 1,787,880 pageviews on the library's website○ Facilitated 6,439 sessions on library computers○ Connected patrons with 7,009 Library Wifi sessions <p>Quarter 4</p> <ul style="list-style-type: none">○ Supported 2,136,403 pageviews on the library's website○ Facilitated 9,207 sessions on library computers○ Connected patrons with 23,861 Library Wifi sessions○ Completed updates to support integrated authentication for OverDrive within BiblioCommons
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Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none"> ○ Developed best practices for management around advisory lists in BiblioCore to improve collection discoverability ○ Mocked up support pages for Readers' Advisory
<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 <p>Quarter 4</p> <ul style="list-style-type: none"> ○ Delivered 1,392 materials to 246 residents at home ○ Provided 20 cellular hotspots to the following Library partners: Solid Ground, Lake Owasso Residence, and Silver Lake Pointe (CommonBond Communities). Hotspots provided supported by MELSA

Ramsey County Library | 2020 Work Plan

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

Initiatives	Results and measures
Support adult life skills and well-being in programming (JB, stats to JE) <ul style="list-style-type: none">• In the Life Skills category, we track these adult program types: digital literacy, MNSure, CRA, health, workforce and small business, sustainability, new immigrant programs, financial and legal• Maintain support for CRA and MNSure resources• Foster county partnerships related to patron homelessness, mental health, workforce, public health, etc.• Support census count	Quarter 1 <ul style="list-style-type: none">○ Provided 157 Life Skills programs, reaching a total audience of 1,972○ Connected 135 people to MNSure enrollment○ Provided Community Resource Advocates services to 89 CRA individuals○ Worked with 79 partner organizations on support, outreach and programming○ Provided in-person absentee voting for the Presidential Primary at RV for 46 days○ Held early and election day voting at MP, RV, SV, WB Quarter 2 <ul style="list-style-type: none">○ Provided 18 Life Skills programs, reaching a total audience of 171○ Worked with 25 partner organizations on support, outreach and programming○ Provided in-person absentee voting for the State Primary at RV Quarter 3 <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 Quarter 4 <ul style="list-style-type: none">○ Provided 43 Life Skills programs, reaching a total audience of 639○ Worked with 47 partner organizations on support, outreach and programming

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none"> ○ Provided in-person absentee voting for the general election, serving more than 26,000 voters
Leverage CTEP AmeriCorps program (CW) <ul style="list-style-type: none"> • Request 4 CTEP members to strengthen service to adults • Sustain North Star Digital Literacy assessments/certifications and job search help 	Quarter 1 <ul style="list-style-type: none"> ○ Supported 28 patrons to achieve North Star Digital Literacy Certification ○ Reported 8 jobs obtained by patrons working with CTEP AmeriCorps members Quarter 2 <ul style="list-style-type: none"> ○ Hired four CTEP workers for with three re-hires Quarter 3 <ul style="list-style-type: none"> ○ Engaged CTEPs to support virtual and phone-based tech help Quarter 4 <ul style="list-style-type: none"> ○ Engaged CTEP to begin developing BiblioCore instructional videos for Niche Academy
Support healthy children and youth (LW) <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. 	Quarter 1 <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 Quarter 2 <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 Quarter 3 <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 Quarter 4 <ul style="list-style-type: none"> ○ Distributed 440 bags of meals at MP through our partnership with Youthprise

Ramsey County Library | 2020 Work Plan

	<ul style="list-style-type: none">○ Partnered with RC Parks and Recreation to launch the <i>Fall into Winter with Parks</i> program using the library's Beanstack app; 167 people registered for the program in December○ Extended the employment of ULEAD youth workers through the end of December
Align with the Friends and volunteers (KS) <ul style="list-style-type: none">• Onboard new volunteer coordinator• Support Friends' fundraising goals and focus on SLP support	Quarter 1 <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 Quarter 2 <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 Quarter 3 <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 Quarter 4 <ul style="list-style-type: none">○ Received 1,303 hours of assistance from 120 volunteers in quarter 4○ Received 5,041 hours of assistance from 585 volunteers in 2020

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: February 10, 2021

Subject: Fourth Quarter 2020 Financial Report

Attached is the 4th quarter 2020 financial report. Highlights include:

- ❖ Property tax revenues, which include County Program Aid from the State of Minnesota, were very close to budget estimates.
- ❖ Revenue from Library Fines was below projections 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 browsing service in mid-March.
- ❖ Buildings & Structures (coffee shop lease) revenue is well under projections due to the closing of Dunn Bros and reduced rental income received during 2020. Interest on Investments is lower than projected due to falling interest rates during the pandemic.
- ❖ Revenue losses due to the COVID-19 pandemic fell within estimates developed during the first half of 2020, and were offset by savings in the operating budget.
- ❖ Expenditures related to modified library services were tracked, and have been fully reimbursed via federal COVID-19 CARES funding.
- ❖ Unexpended reserves from 2016 and 2017 will fall into the Library's fund balance. Reserve funding for ongoing 2018 and 2019 projects will be carried over in accordance with State and County guidelines, pending Library Board approval.

LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THROUGH DECEMBER 31, 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	11,375,198.22	100%	(13,667.22)	10,896,959.00	10,893,635.61	100%	3,323.39	
County Program Aid	678,210.00	678,210.00	678,210.00	100%	0.00	621,431.00	613,092.78	99%	8,338.22	
Fines	240,000.00	240,000.00	94,912.13	40%	145,087.87	500,000.00	382,903.89	77%	117,096.11	
MELSA	200,000.00	200,000.00	197,563.76	99%	2,436.24	200,000.00	210,713.63	105%	(10,713.63)	
PERA Rate Increase Aid	0.00	0.00	10,409.00	N/A	(10,409.00)	21,652.00	21,412.00	99%	240.00	
Duplicating Copies/Sales	79,000.00	79,000.00	28,736.22	36%	50,263.78	72,500.00	80,740.92	111%	(8,240.92)	
Interest on Investments	75,000.00	75,000.00	11,343.50	15%	63,656.50	10,000.00	82,732.20	827%	(72,732.20)	
Building & Structures (Rent)	76,400.00	76,400.00	15,118.75	20%	61,281.25	105,000.00	82,503.75	79%	22,496.25	
Recoveries	0.00	0.00	87,188.10	N/A	(87,188.10)	88,366.36	89,455.67	101%	(1,089.31)	
Transfers from Other Funds	225,000.00	225,000.00	225,000.00	100%	0.00	225,000.00	225,000.00	100%	0.00	
Total Revenue	12,935,141.00	12,935,141.00	12,723,679.68	98%	211,461.32	12,740,908.36	12,682,190.45	100%	58,717.91	
<u>Expenditures</u>										
Salaries*	6,051,991.00	6,051,991.00	5,815,474.48	96%	236,516.52	6,191,098.00	5,856,561.80	95%	334,536.20	
Fringe Benefits*	2,221,671.00	2,223,271.00	2,127,487.92	96%	95,783.08	2,256,908.00	2,128,775.66	94%	128,132.34	
Other Services & Charges	3,267,029.00	3,267,029.00	3,208,971.12	98%	58,057.88	2,863,493.56	2,803,730.65	98%	59,762.91	
Supplies	180,000.00	180,000.00	103,559.85	58%	76,440.15	181,000.00	177,552.24	98%	3,447.76	
Capital Outlay	62,850.00	62,850.00	6,447.50	10%	56,402.50	123,408.80	101,386.16	82%	22,022.64	
Books, Periodicals, Etc.	1,150,000.00	1,150,000.00	1,029,359.46	90%	120,640.54	1,125,000.00	1,030,253.60	92%	94,746.40	
	12,933,541.00	12,935,141.00	12,291,300.33	95%	643,840.67	12,740,908.36	12,098,260.11	95%	642,648.25	
 Inc/(Dec) to Fund Balance			 432,379.35				 583,930.34			

* 2020 Salary expenditures through paydate 1/22/21.

* 2019 Salary expenditures through paydate 1/24/20.

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THROUGH DECEMBER 31, 2020**

	2020			
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 12/31/20	Actual as a % of Reserve Year to Date
<u>Expenditures</u>				
2019 Operating Budget Reserves	596,511.00	146,575.07	449,935.93	25%
2018 Operating Budget Reserves	419,500.00	46,647.86	372,852.14	11%
2017 Operating Budget Reserves	255,317.00	51,871.96	203,445.04	20%
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 DECEMBER 31, 2020**

	2020			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 12/31/20	Actual as a % of Budget To Date
<u>Expenditures</u>				
2019 LSTA Book Club Grant	5,000.00	4,915.74	84.26	98%
2016 MELSA Technology Grant	104,000.00	103,821.75	178.25	100%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THROUGH DECEMBER 31, 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 12/31/20
Rental Book Revenue	27,897.66	3,391.88	3,649.92	27,639.62
Rental DVD Revenue	11,046.00	10,420.47	13,882.08	7,584.39
Library Gift Fund	376,504.90	186,886.69	122,564.53	440,827.06
Roseville Library Capital Campaign Gift Fund	16,672.71	0.00	3,314.65	13,358.06

SUMMARY OF GIFTS RECEIVED

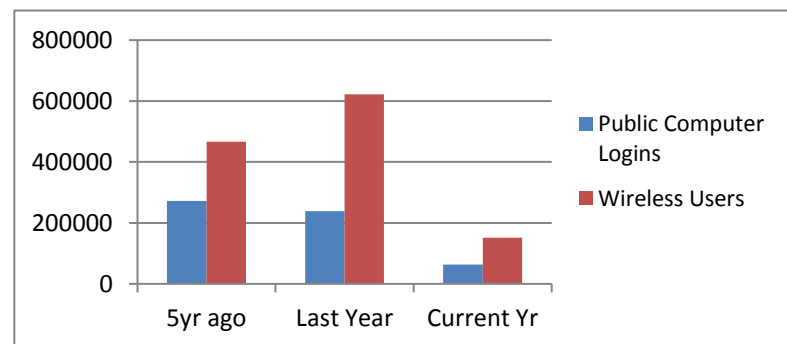
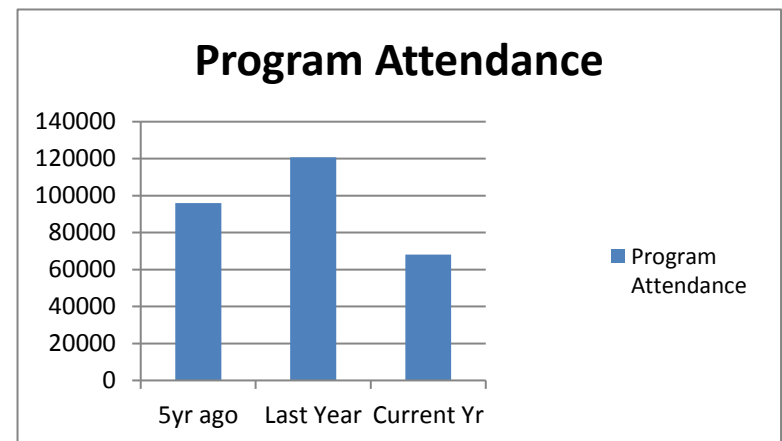
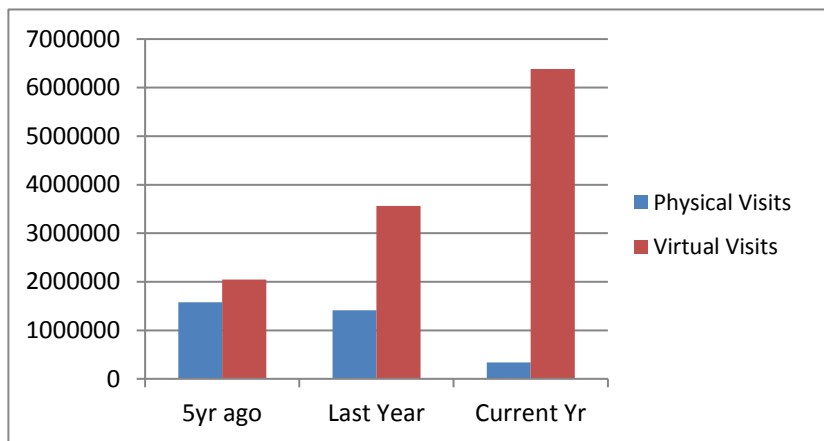
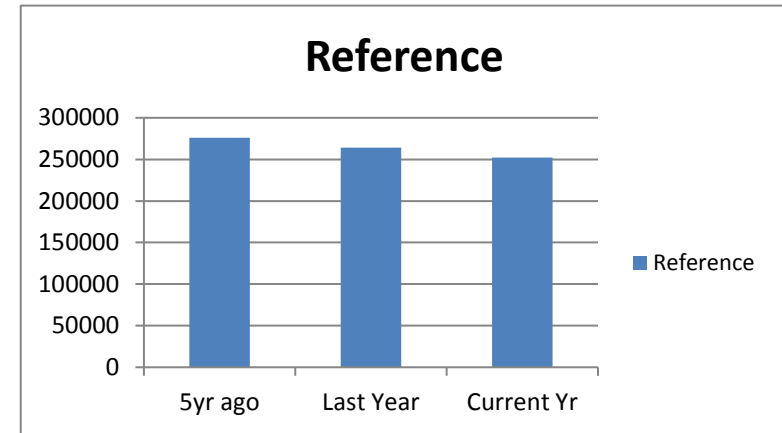
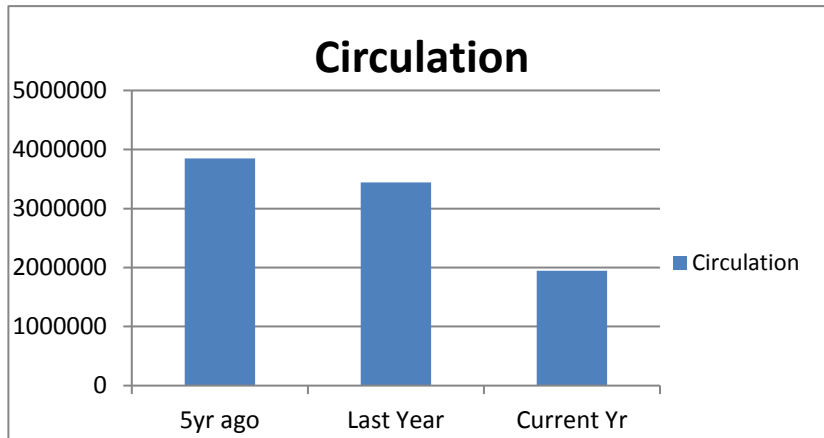
OCTOBER - DECEMBER 2020

Donor	Purpose	Branch	Amount
Pamela Newsome-Prochniak	John Hanson Memorial	System	\$20.00
Friends of the Ramsey County Library	Undesignated	NB	\$100.00
	Audio Books	System	\$250.00
	Large Print & Mystery Books	System	\$500.00
	Undesignated	RV	\$5,000.00
Sally Pritchard	Marianne Johnson Memorial	RV	\$50.00
Karen Schroeder	Marianne Johnson Memorial	RV	\$100.00
Kathleen Serley	Marianne Johnson Memorial	RV	\$25.00
Fred and Renee Bellum	Rolan Porter Memorial	RV	\$20.00
Amber Hansen	Undesignated	RV	\$20.00
Metropolitan Library Service Agency	Jobs & Small Business Programs Reimbursement	System	\$1,400.00
Friends of the Ramsey County Library	Undesignated	SV	\$25.00
	Lending Collection	RV	\$2,000.00
	Lending Collection	RV	\$5,000.00
	Undesignated	RV	\$300.00
	Employee Development	System	\$1,250.00
	Volunteer Program	System	\$1,250.00
	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
	Lending Collection	System	\$7,500.00
Sheri Wilson	Undesignated	RV	\$30.00
Dennis Callahan	Undesignated	RV	\$50.00
Andover Fire Relief Association	Mary Ellen Porwoll Memorial	RV	\$100.00
TOTAL:			\$47,490.00

Statistical Trends 2020 Final Report

- Statistics for this quarter and the year will be heavily impacted by COVID-19. The libraries closed to the public on March 17. Subsequently, Curbside Service and Home Delivery had launched during Quarter 2. Public computing by appointment at Regional Libraries has also been in place since Quarter 2.
- Overall circulation for the year was approximately 57% of what it had been in 2019. Children's circulation was at 48%. However, circulation of materials for the year still exceeded 1.9 million items.
- Circulation of downloadable electronic materials rose by more than 33% in 2020, and accounted for 32% of total transactions this year, more than doubling the proportion seen in the prior year. RCL e-book holdings exceed 40,000 items. In addition, RCL patrons have access to significant content through MELSA peer libraries. An ongoing growth area was downloadable audiobooks where usage increased about 22% last year on top of the 14% growth the prior year. Usage of this collection has now surpassed 165,000 transactions per year.
- Physical visits by residents across the system were down 87% in Q4 and 75% for the year.
- The number of holds placed by patrons for the quarter more than doubled compared to the previous year to a total of 204,522. 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.
- Donated materials valued at \$37,837 were added to the collection in 2020.
- Usage of public computers by appointment at the 3 Regional Libraries resulted in 9,207 reservations. This is approximately 17% of what we'd normally expect for public computing in Q4 system-wide.
- Patrons seeking materials via the Home Delivery service were visited 246 times in Q4, resulting in 1,392 items being delivered to these residents by outreach librarians.

Core Service Trends -- Q4



Branches by Quarter 2020

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4
Maplewood	90,181	23,797	41,419	38,775	194,172	35,512	9,400	14,424	14,500
Mounds View	27,323	1,993	12,085	16,267	57,668	13,209	787	5,530	7,900
New Brighton	38,471	2,071	15,453	20,247	76,242	17,196	818	7,966	11,400
North St. Paul	17,491	1,316	5,634	6,652	31,093	6,475	520	1,550	2,000
Roseville	228,453	56,353	126,963	123,326	535,095	101,573	22,259	55,767	55,000
Shoreview	112,370	39,748	78,203	76,633	306,954	57,015	15,700	39,541	40,000
White Bear Lake	52,134	3,253	20,018	23,474	98,879	24,312	1,285	8,387	10,000
Tech Services	4,480	2,245	3,900	4,825	15,450	835	887	557	7,000
Remote Renewal	5,629	209	811	42	6,691	1,835	83	304	2,000
E-circulation	133,803	169,581	52,016	153,586	508,986				
Total	710,335	300,566	356,502	463,827	1,831,230	257,962	51,739	134,026	143,000

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
	35,512	9,400	14,424	14,502	73,838
	13,209	787	5,530	7,935	27,461
	17,196	818	7,966	11,658	37,638
	6,475	520	1,550	2,417	10,962
	101,573	22,259	55,767	55,702	235,301
	57,015	15,700	39,541	40,238	152,494
	24,312	1,285	8,387	10,666	44,650
	835	887	557	737	3,016
	1,835	83	304	4	2,226
	257,962	51,739	134,026	143,859	587,586

Registrations

	Q1	Q2	Q3	Q4	YTD Total
8	372	37	76	112	597
1	137	21	16	11	185
8	157	5	16	22	200
2	51	15	7	13	86
1	1,325	456	497	463	2,741
4	348	27	62	159	596
0	179	5	24	19	227
6	95	1	33	45	174
6					
6	2,664	567	731	844	4,806

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	12,961	7,553	8,853	10,543	39,910
Mounds View	4,095	1,040	650	4,225	10,010
New Brighton	5,967	338	624	2,002	8,931
North St. Paul	3,965	871	1,430	1,651	7,917
Roseville	31,915	26,169	55,653	19,383	133,120
Shoreview	11,492	11,297	6,149	10,907	39,845
White Bear Lake	5,161	858	2,236	4,082	12,337
Total	75,556	48,126	75,595	52,793	252,070

Visits

	Q1	Q2	Q3	Q4	YTD Total
	56,772	207	1,272	2,033	60,284
	11,822	0	0	0	11,822
	20,796	0	0	0	20,796
	8,524	0	0	0	8,524
	113,301	447	7,601	23,868	145,217
	42,847	174	1,449	18,920	63,390
	27,493	0	0	0	27,493
	281,555	828	10,322	44,821	337,526

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total
44	241	0	0	0	241
42	46	0	0	0	46
46	0	0	0	0	0
44	0	0	0	0	0
7	210	0	0	0	210
0	296	0	0	0	296
3	68	0	0	0	68
6	861	0	0	0	861

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	10,527	207	1,346	2,033	14,113
Mounds View	1,907	0	0	0	1,907
New Brighton	3,441	0	0	0	3,441
North St. Paul	951	0	0	0	951
Roseville	21,864	447	3,740	5,341	31,392
Shoreview	5,226	174	1,353	1,833	8,586
White Bear Lake	3,429	0	0	0	3,429
Total	47,345	828	6,439	9,207	63,819

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
	9,449	414	1,997	1,732	13,592
	1,529	0	0	0	1,529
	3,726	0	0	0	3,726
	860	0	0	0	860
	22,139	894	5,780	5,496	34,309
	4,767	348	2,017	2,182	9,314
	2,236	0	0	0	2,236
	44,706	1,656	9,794	9,410	65,566

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
29	21,162	0	747	2,786	24,695
29	1,162	0	107	328	1,597
26	3,605	0	124	845	4,574
30	1,156	0	138	613	1,907
9	74,091	0	4,405	13,781	92,277
4	15,184	0	1,292	4,846	21,322
66	4,166	0	196	662	5,024
66	120,526	0	7,009	23,861	151,396

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	376.00	0.00	80.50	167.00	623.50
Mounds View	60.00	0.00	0.00	0.00	60.00
New Brighton	97.50	0.00	0.00	0.00	97.50
North St. Paul	13.00	0.00	0.00	0.00	13.00
Roseville	1,292.00	45.00	508.25	481.00	2,326.25
Shoreview	475.00	0.00	343.50	338.50	1,157.00
White Bear Lake	236.00	50.30	205.85	237.50	729.65
Administration					0.00
Technical Services					0.00
Friends					0.00
Total	2,549.50	95.30	1,138.10	1,224.00	5,006.90

Children's programs

	Q1	Q2	Q3	Q4	YTD Total		Q1	Q2	Q3	Q4	YTD Total
Maplewood	45	0	0	0	45		2,893	0	0	0	2,893
Mounds View	39	0	0	0	39		697	0	0	0	697
New Brighton	29	0	0	0	29		765	0	0	0	765
North St. Paul	37	0	0	0	37		715	0	0	0	715
Roseville	98	0	0	0	98		4,314	0	0	0	4,314
Shoreview	44	0	0	0	44		2,802	0	0	0	2,802
White Bear Lake	36	0	0	0	36		1,075	0	0	0	1,075
Admin	1	29	52	37	119			16669	14565	7767	39001
Total	329	29	52	37	447		13,261	16,669	14,565	7,767	52,262

Children's program attendance**Teen programs**

	Q1	Q2	Q3	Q4	YTD Total		Q1	Q2	Q3	Q4	YTD Total
Maplewood	29	0	20	14	63		243	0	500	440	1,183
Mounds View	2	0	0	0	2		4	0	0	0	4
New Brighton	0	0	0	0	0		0	0	0	0	0
North St. Paul	0	0	0	0	0		0	0	0	0	0
Roseville	42	0	0	0	42		291	0	0	0	291
Shoreview	52	0	0	0	52		159	0	0	0	159
White Bear Lake	8	0	0	0	8		29	0	0	0	29
Admin		15	67	57	139			100	316	304	720
Total	133	15	87	71	306		726	100	816	744	2,386

Teen program attendance**Adult programs**

	Q1	Q2	Q3	Q4	YTD Total		Q1	Q2	Q3	Q4	YTD Total
Maplewood	65	0	0	0	65		931	0	0	0	931
Mounds View	14	0	0	0	14		88	0	0	0	88
New Brighton	15	0	0	0	15		141	0	0	0	141
North St. Paul	0	0	0	0	0		0	0	0	0	0
Roseville	123	0	0	0	123		2,329	0	0	0	2,329
Shoreview	57	0	0	0	57		287	0	0	0	287
White Bear Lake	31	0	1	1	33		1,798	0	20	0	1,818
Admin	26	31	68	85	210		814	236	1,813	5,011	7,874
Total	331	31	69	86	517		6,388	236	1,833	5,011	13,468

Adult program attendance

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Maplewood	522,506	470,977	194,172	-58.8%	196,418	184,943	71,661	-61.3%	2,253	2,159	624	-71.1%
Mounds View	140,281	128,648	57,668	-55.2%	68,766	63,670	27,440	-56.9%	366	281	60	-78.6%
New Brighton	217,890	210,745	76,242	-63.8%	100,373	97,581	37,661	-61.4%	576	529	98	-81.6%
North St Paul	95,693	92,626	31,093	-66.4%	33,059	33,519	10,712	-68.0%	111	101	13	-87.1%
Roseville	1,245,826	1,161,556	535,095	-53.9%	549,823	517,663	235,315	-54.5%	7,598	7,420	2,329	-68.6%
Shoreview	583,598	583,914	306,954	-47.4%	301,440	303,186	155,053	-48.9%	2,630	2,640	1,157	-56.2%
White Bear Lake	283,113	267,776	98,879	-63.1%	135,042	129,220	44,453	-65.6%	1,012	1,065	730	-31.5%
E-material	425,451	467,557	622,487	33.1%								
Other					10,499	9,130	10,666	16.8%	7,497	7,919	0	-100.0%
Support Services	23,648	20,796	15,450	-25.7%	3,532	3,555	2,247	-36.8%				
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	463,827	-42.1%	324,207	302,955	143,859	-52.5%	11,314	11,427	5,010	-56.2%
Annual Total	3,568,052	3,442,392	1,944,731	-43.5%	1,398,952	1,342,467	586,702	-56.3%	22,041	22,114	8,795	-60.2%

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%	21.5%	-75.7%	295,166	270,909	60,284	-77.7%	907	971	241	-75.2%
Mounds View	82.8%	82.3%	19.9%	-75.9%	70,443	69,617	11,822	-83.0%	169	189	46	-75.7%
New Brighton	90.3%	88.8%	22.1%	-75.1%	108,589	101,198	20,796	-79.5%	0	0	0	0.0%
North St Paul	65.2%	67.2%	17.0%	-74.7%	35,014	39,806	8,524	-78.6%	0	0	0	0.0%
Roseville	87.5%	86.6%	56.6%	-34.6%	580,388	542,762	147,407	-72.8%	1,002	981	210	-78.6%
Shoreview	90.6%	86.5%	43.0%	-50.3%	262,656	250,923	63,978	-74.5%	1,070	1,408	296	-79.0%
White Bear Lake	89.4%	89.7%	22.2%	-75.3%	147,016	137,439	27,493	-80.0%	221	236	68	-71.2%
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%	23.2%	-72.2%	349,359	332,327	44,821	-86.5%	924	971	0	-100.0%
Annual Average	85.0%	84.2%	28.9%	-65.7%	1,499,272	1,412,654	340,304	-75.9%	3,369	3,785	861	-77.3%

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	13,906	-74.0%	52,027	47,447	13,178	-72.2%	108,336	107,743	24,695	-77.1%
Mounds View	10,367	9,934	1,907	-80.8%	9,539	8,995	1,529	-83.0%	7,986	7,467	1,597	-78.6%
New Brighton	20,190	17,117	3,441	-79.9%	15,673	14,613	3,726	-74.5%	21,461	19,472	4,574	-76.5%
North St Paul	6,296	4,786	951	-80.1%	5,307	4,137	860	-79.2%	5,423	3,955	1,907	-51.8%
Roseville	120,945	109,525	30,945	-71.7%	113,509	105,520	33,415	-68.3%	364,868	362,373	92,277	-74.5%
Shoreview	31,775	29,592	8,412	-71.6%	25,799	27,078	8,965	-66.9%	91,178	98,415	21,322	-78.3%
White Bear Lake	16,172	14,322	3,429	-76.1%	12,871	1,182	2,236	89.2%	23,743	22,357	5,024	-77.5%
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	9,207	-83.3%	55,450	52,335	9,409	-82.0%	164,555	150,094	23,861	-84.1%
Annual Total	264,542	238,845	62,991	-73.6%	234,725	218,971	63,908	-70.8%	622,995	621,782	151,396	-75.7%

Reference					Registrations				Hours open			
Location	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Maplewood	45,604	43,251	39,910	-7.7%	2,193	2,048	597	-70.8%	3,167	3,149	660	-79.0%
Mounds View	15,405	15,704	10,010	-36.3%	650	733	185	-74.8%	1,769	1,764	371	-79.0%
New Brighton	18,083	18,551	8,931	-51.9%	950	874	200	-77.1%	2,049	2,225	460	-79.3%
North St Paul	16,510	13,520	7,917	-41.4%	379	263	86	-67.3%	1,757	1,764	357	-79.8%
Roseville	130,949	115,843	133,120	14.9%	5,651	6,333	2,741	-56.7%	3,167	3,149	2,072	-34.2%
Shoreview	42,991	38,311	39,845	4.0%	2,232	1,919	596	-68.9%	3,173	3,162	1,442	-54.4%
White Bear Lake	24,882	18,733	12,337	-34.1%	1,139	1,078	227	-78.9%	2,249	2,242	461	-79.4%
Technical Services					650	689	174	-74.7%				
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	52,793	-22.2%	3,325	3,735	844	-77.4%	4,159	4,268	1,564	-63.4%
Annual Total	294,424	263,913	252,070	-4.5%	13,844	13,937	4,806	-65.5%	17,331	17,455	5,823	-66.6%

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	2,136,403	187.2%	105,892	100,723	204,522	103.1%	113,487	118,163	153,586	30.0%
Annual Total	3,440,150	3,561,397	5,669,112	59.2%	438,956	435,328	654,989	50.5%	425,451	467,557	622,487	33.1%

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

	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
Quarter 1	4,172	4,484	3,839	-14.38%	5,395	4,536	3,750	-17.33%	\$24,047.63	\$6,888.72	\$9,818.25	42.5%
Quarter 2	4,031	4,233	90	-97.87%	5,337	4,533	745	-83.56%	\$8,801.45	\$6,102.19	\$23,144.87	279.3%
Quarter 3	4,181	4,387	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	3,157	-21.31%	4,556	4,165	2,988	-28.26%	\$2,609.27	\$2,061.85	\$942.75	-54.3%
Annual Total	16,422	17,116	8,679	-49.3%	20,203	17,811	9,395	-47.3%	\$42,308.20	\$34,288.18	\$37,837.49	10.4%

Outgoing ILL**Value of gifts added**

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Information and Discussion

Presented By
Mickey Ladich,
Building Services Manager

SUBJECT:

Fourth Quarter 2020 Incident Reporting

BACKGROUND:

The number of incidents decreased from 3rd Quarter 2020 by four incidents. There were a total of eight incidents reported in the 4th 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	0
Maplewood	9	12	19	1
Mounds View	2	0	0	0
North St. Paul	1	2	0	1
Roseville	14	17	14	3
Shoreview	9	9	2	3
White Bear Lake	2	1	0	0
	39	41	35	8

Totals	122	143	148	47
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Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Approve Resolution

Presented By
Mary Larson,
Library Board Coordinator

SUBJECT:

Resolution Regarding the Retirement of Janet Smihi

BACKGROUND:

Janet Smihi announced her retirement from her position of Library Page, effective February 17, 2021. A resolution honoring Janet for her 22 years of service is attached.

BOARD ACTION REQUESTED:

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

Resolution Regarding the Retirement of Janet Smihi

- Whereas,** Janet Smihi has been a Ramsey County Library employee since June 1999; and
- Whereas,** During her career at Ramsey County Library she has worked as a Library Page at the library in Maplewood, and in the Technical Services department; and
- Whereas,** Janet has excelled at her varied duties, which included providing customer service at the circulation desk; coordinating the morning deliveries at Maplewood; processing all types of materials in Technical Services; training of new staff; mending damaged materials; serving as her branch supply coordinator; assisting with the move to the new Maplewood location and the opening day collections at six branches; and using her artistic skills to create flannel props and visual materials for children's services, and beautiful invitations and decorations for volunteer appreciation events; and
- Whereas,** She is known for providing a warm and welcoming presence for staff, patrons and volunteers; for her attention to detail and creative problem solving skills; for her positive attitude and her quick and subtle wit; for her artistic creations that have supported children's services and the volunteer program for many years; and for her exceptional baking talent that was generously shared with her coworkers; and
- Whereas,** Janet has decided to retire from her position of Library Page effective as of February 17, 2021; and
- Now, Therefore
Be It Resolved,** That the Ramsey County Library Board of Trustees and Library staff extend their appreciation to Janet Smihi for 22 years of dedicated service to Ramsey County Library.

Library Board Chair

Adopted February 17, 2021

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

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Approve Resolution

Presented By
Mary Larson,
Library Board Coordinator

SUBJECT:

Resolution Regarding the Retirement of Lynn Wyman

BACKGROUND:

Lynn Wyman announced her retirement from her position of Deputy Director, effective February 26, 2021. A resolution honoring Lynn for her 40 years of service will be presented at the meeting.

BOARD ACTION REQUESTED:

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

Resolution Regarding the Retirement of Lynn Wyman

- Whereas,** Lynn Wyman has been a Ramsey County Library employee since January 1981; and
- Whereas,** She began her career at Ramsey County Library as a Children's Librarian at White Bear Lake and Roseville before being promoted to Library Manager, working at Maplewood, Arden Hills, and Roseville; later serving as a Regional Manager and ultimately as Deputy Director; and
- Whereas,** Lynn has provided superior leadership for a wide range of duties during her career at the library, from children's services to library management, serving as Public Services Manager and Human Resources Manager; other responsibilities have included the Government Documents Depository; establishment of the coffee shop at Roseville; multiple building projects for new or remodeled facilities; the temporary Roseville Library on Arthur Street; working with the Friends of the Library on the Roseville Capital Campaign; leading the art committee in the selection of public art for new facilities; creating the comprehensive staffing study that led to significant, long-term cultural change for the Library; establishing racial equity standards in hiring and training; and developing career development pathways for staff; and
- Whereas,** She is known for her thoughtful, judicious approach to all aspects of her work; for being a shrewd planner of library services and staffing; for her supportive and empathetic management style; for her unmatched organizational skills and efficiency; for her ability to manage complex human resources issues with consistency and fairness; for her vast knowledge of library operations and history; for her superlative problem-solving skills and helpful advice to library managers and staff; for her quiet assurance, positive attitude and sense of humor; for her delight in her grandchildren, love of camping, and adventures in train travel; and for her unapologetic love of chocolate and sweets; and
- Whereas,** Lynn has decided to retire from her position of Deputy Director effective as of February 26, 2021;
- Now, Therefore Be It Resolved,** That the Ramsey County Library Board of Trustees and Library staff extend their appreciation to Lynn Wyman for 40 years of dedicated service to Ramsey County Library.

Library Board Chair

Adopted February 17, 2021

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

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Approve Year End Reserves

Presented By
Mary Larson,
Financial Manager

SUBJECT:

2020 Year End Reserves

BACKGROUND:

At the end of each budget year, all Ramsey County departments are required to submit a list of unpaid obligations and planned expenditures. A summary of the Library's remaining 2020 obligations and proposed reserves is included below.

2020 Funds Available:

Unexpended Appropriations	\$625,803
Tax Revenue Surplus	\$13,667
<u>Library Revenue Shortfall</u>	<u>(\$225,129)</u>
Total 2020 Surplus:	\$414,341

<u>Less:</u> Outstanding Invoices	(\$5,344)
<u>Pending Book Orders</u>	<u>(\$56,780)</u>
Total Pending 2020 Encumbrances:	(\$62,124)

Potential Funds Available for Special Projects: **\$352,217**

2020 Proposed Reserves:

<u>Library Collections</u>	<u>\$352,217</u>
Total of Proposed Projects:	\$352,217

Budget reserves must be expended within three years, after which they fall into the Library's fund balance. Proposed carryover reserves from 2019 and 2018 include:

2019 Proposed Reserves:

Library Collections	\$9,425
<u>Refurbishment Fund</u>	<u>\$257,511</u>
Total 2019 Reserves:	\$266,936

2018 Proposed Reserves:

Children's Interactives & Make/Play Materials	\$58,515
Program Equipment	\$79,336
<u>Technology Fund</u>	<u>\$235,000</u>
Total 2018 Reserves:	\$372,851

BOARD ACTION REQUESTED:

To approve the 2020, 2019, and 2018 year-end reserves as proposed.

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Information and Discussion

Presented By
Sida Ly-Xiong, Board Chair
Karen Saltis, Interim Director

SUBJECT:

Library Director Search Update

BACKGROUND:

The Library Board will discuss the status of the Library Director search.

A chart showing the standard department head hiring steps and timeline in Ramsey County is included. Discussion at the meeting will identify the areas where Library Board Trustees would like to be involved and determining who will be part of these touchpoints, such as first and second round interviews, as an example.

BOARD ACTION REQUESTED:

For information and discussion.

Department Head Hiring Steps and Timeline		
Notes:		
Dates are not included as the County Board Chair asked the Library Board not to begin a hiring process until future roles and responsibilities are finalized and we are able to hire our future Library Director into a new and clearly defined governance model.		
The Service Team Deputy County Manager coordinates Department Head hiring processes.		
This initial outline reflects the standard department head hiring process, which takes a minimum of 3 months.		
Activity	Standard Timeline	Notes
Deputy County Manager (DCM) approval to fill position obtained.	2 weeks	Department Heads submit these requests through standard HR processes.
Job description reviewed and updated for currency. Changes identified as substantive by HR must be further reviewed and approved by the TARP 4 Sponsor team.	2 weeks to 1 month	Jill Boldenow suggested some updated language before she left. The final will need to reflect the outcome of the Library Workgroup team.
Job posting language written.	1 day	
Determine and advise HR where the position should be advertised, in addition to standard county notifications	1 day	This is typically recommended by the department
Identify application review and interview dates; determine and secure the application review team, round 1 and round 2 interview panelists; identify who will do reference checks; schedule all dates with participants	2 - 3 weeks typically starting before the position is posted and concluding shortly after it is posted.	
Post job on the county website and promote to other identified organizations	1 month for a department head. The posting remains open until the job is filled	This is an HR function
Review applications to assess minimum qualifications are met and send letter to applicants not meeting minimum qualifications	Ongoing after posting	This is an HR function
Draft 1 st and 2 nd interview questions for review	1 to 2 weeks	HR reviews and consults on interview questions.
Send applications to application review team	1 large batch a few days before the application review and ongoing as new applications come in	This is an HR function
Review applications to identify first round interview candidates	Several hours of advance reading time by application review team members, followed by 2 or 3 hours of meeting time to review and discuss; total time is driven by the number of applications meeting minimum qualifications.	Done by application review team which includes an HR rep.
Schedule 1 st round interviews with candidates	1 or 2 days	
Send interview confirmation and information email to candidates	1 or 2 days	This is an HR function

Activity	Standard Timeline	Notes
Forward 1 st round candidate applications and relevant information on process to interviewers	1 day. Sent to interviewers one week in advance.	This is an HR function
First round interviews	2 days	Done by round 1 interview team
Identify candidates to move on to second round interviews	On day 2 of the round 1 interviews	This is a function of the round 1 interview panel
Schedule second interviews	2 days	
Send interview confirmation and information email to second interview candidates	1 day	This is an HR function
Send 2 nd round interview candidate applications and relevant information to interviewers	1 day	This is an HR function
Second round interviews	1 day	Done by round 2 interview team
Identify the preferred candidates	Varies	Round 2 interview team identifies to hiring manager
Check references	Up to 3 days - varies depending on the number of preferred candidates and availability of their references	Typically one person does this for all preferred candidates
Determine the final candidate; review with the County Manager	Varies	Additional steps such as conversations with the top 2 candidates may be inserted here if the hiring manager needs more information to narrow to a single candidate
Make conditional offer of employment	1 day	
Send the candidate information for completing background check	1 day	This is an HR function
Complete background check information	1 day	This is a candidate function
Confirm employment offer after background check complete & identify start date	1 day	
Notify all candidates who did not receive an offer (at any stage other than minimum qualifications)	2 days	This is a combination HR and hiring manager function; hiring manager typically personally notifies all unsuccessful candidates from the 2nd round of interviews
Send employment letter and any other relevant information to the candidate	1 day	
Provide information to Ramsey County Communications for drafting press release	1 day	
Coordinate press release and notification timing with the successful candidate and DCM	1 day	This is a county communications function.
Cascade communication through the internal and external notification process	1 day	This is a DCM function.

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Information and Discussion

Presented By
Board Members

SUBJECT:

Task Force Update

BACKGROUND:

At this meeting, Ramsey County Library Board Members who serve on a task force with County Commissioners and County staff will provide an update to the Board on their work.

BOARD ACTION REQUESTED:

For information and discussion.

Request for Library Board Action

Meeting Date
February 17, 2021

Action Requested
Information and Discussion

Presented By
Karen Saltis,
Interim Library Director

SUBJECT:

Conduct Policy Update

BACKGROUND:

This item is a follow-up to the topic of Ramsey County's draft 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. Library staff will provide an update on the process.


BOARD ACTION REQUESTED:

For information and discussion.

Ramsey County Library in the news:

- 1/25: Patch.com** Libraries To Transition To New All-In-One App In Ramsey County
<https://patch.com/minnesota/roseville/libraries-transition-new-all-one-app-ramsey-county>
- 1/29: Patch.com** Ramsey County Library Named Star Library For The 8th Consecutive Year
<https://patch.com/minnesota/roseville/ramsey-county-library-named-star-library-8th-consecutive-year>
- 2/9: Patch.com** Free AARP Tax Help At Ramsey County Library In Maplewood
<https://patch.com/minnesota/roseville/free-aarp-tax-help-ramsey-county-library-maplewood>

Facebook:



Ramsey County Library...
Need help getting started with Winter Reads? Check out our library staff picks! Winter Reads is now available on Beamstack! Sign up online at rcreads.beamstack.org. Download the Beamstack app Google Play or App Store. Select the Winter Reads...

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Ramsey County Library
Published by CoSchedule App · January 15

Read. Make. Do. kits are now available! Register today!
<https://bit.ly/3dyfyVo>




READ. MAKE. DO.
kits available, while supplies last.
Register today!

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👍 Teresa Freeland, Joe Hsu and 4 others 1 Share




Ramsey County Library...

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Ramsey County Library
Published by CoSchedule App · January 23


Thank you for all the beautiful cards and letters! 🥰



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831 People Reached **27** Engagements [Boost Post](#)

👍 Deb Lunde Muleski, Jill Sidney and 20 others



Ramsey County Library
Published by CoSchedule App · January 24

Ramsey County Library has been recognized as a Star Library for an eighth consecutive year - one of three in Minnesota for 2020. Thank you for making us a star! Read more: rcreads.org/news/star-library-2021



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👍 Lauren Steffel, Kristin Schneider and 28 others 1 Share



Ramsey County Library

Published by CoSchedule App [?] · January 25 ·

Changes are coming soon to cloudLibrary. In a few months, RCL will transition over to Libby by OverDrive (OverDrive for Kindle users) as your one-stop shop for e-books, e-audiobooks and e-magazines. Learn more: rclreads.org/news/changes-are-coming-to-cloudlibrary/



RCLREADS.ORG

Changes are coming to cloudLibrary

Changes are coming soon to Ramsey County Library's (RCL)...

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1,297

People Reached

75

Engagements

Boost Post

Bess Ward, Kim Delveaux and 10 others

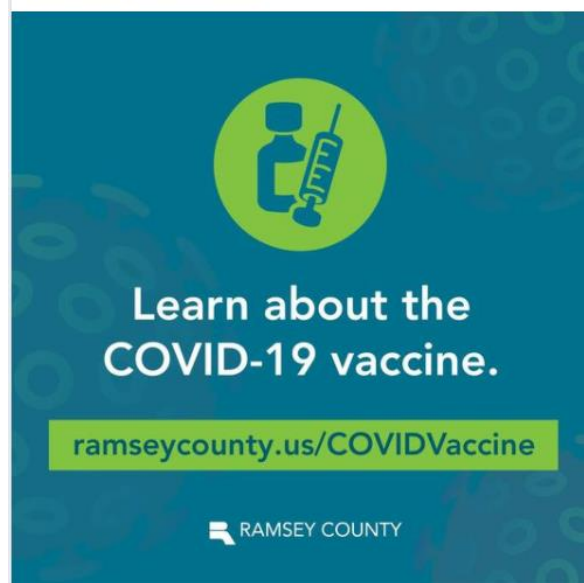
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Ramsey County Library

Published by Pa Na Lor [?] · January 25 ·

Vaccine phases, fact sheets and additional resources are available at ramseycounty.us/COVIDVaccine.



Ramsey County, Minnesota

January 21

Looking for information on the COVID-19 vaccine? Vaccine phases, fact sheets and additional resources are available at ramseycounty.us/COVIDVaccine.

1,000

People Reached

40

Engagements

Boost Unavailable

Jing Yang, Deb Lunde Muleski and 2 others



Ramsey County Library

Published by CoSchedule App [?] · January 29 ·

Help us spread some love and friendship this valentines season! Let's create some palentines (valentines for friends) for other local youth who could use some extra love & kindness. Register for a kit today: rclreads.org/teen-palentine-card-drive



RCLREADS.ORG

Teen Palentines Card Drive

Help us spread some love and friendship this valentines season! Let's...

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706

People Reached

26

Engagements

Boost Post

Jason Lyons, Jennifer Dietrich and 10 others

2 Shares



Ramsey County Library

Published by CoSchedule App [?] · 5d ·

Join Culture Queen via Zoom through the Swinging 60s as she teaches the hottest dances of the era like "The Twist", "The Mashed Potato" and more! Register today: bit.ly/3pMpwCH

This program is funded with money from the Minnesota Arts and Cultural Heritage Fund.



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844

People Reached

40

Engagements

Boost Post

Kay Bergerson Jacobson, Connie Reynosa and 15 others

3 Shares

Google:

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

4.3 ★★★★★ 57 reviews

Sort by: Newer

All kids 8 cafe 5 movies 4 computers 4 +4



Chanell Jenae

Local Guide · 21 reviews · 1 photo

★★★★★ 3 weeks ago

Arrived at 5:59 pm for 6pm computer appointment finally got on at 6:18pm due to issues logging in(received wrong login card) but the lady remembered I called earlier and went above and beyond to assist me with my project. If I didn't have to wait and there were no issues with logging in it would have 5 stars.

Ramsey County Library - New Brighton

400 10th St NW, New Brighton, MN

4.7 ★★★★★ 22 reviews

Sort by: I

All children 3



Olanrewaju Bolarinwa

Local Guide · 43 reviews · 5 photos

★★★★★ 4 days ago

SAINT PAUL THANK YOU FOREVER GRATEFUL BETHEL UNIVERSITY IS THE GREATEST

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

4.6 ★★★★★ 55 reviews

Sort by: Most releva

All kids 8 study 6 windows 4 librarians 4 read 4 meeting rooms 3

teen 3



Abhishek Patil

6 reviews · 4 photos

★★★★★ a week ago

I am so glad this library exists. They usually have all the latest books, video games etc. which saves our family a ton of money. I have suggested a few titles in the past and most of them were pre-ordered. COVID has kept us away from spending time in the library- hope to be back soon. Thank you, Ramsey County Library system. Keep up the good work.

Twitter:



Timmy McDonough @timmytimeturner · Jan 19

@rclreads Really fun read. So glad the library is still open.



1



Ramsey County Library Friends @RCLFriends · Feb 8

We're so grateful for the many donations of gently used puzzles & games.

🧩📖 With all this inventory, the puzzles & games section of our Virtual Used Bookstore is NOW OPEN: rclfriends.org/buy-books/virt...

Thank you for supporting @rclreads with your purchases and donations!



2



4

