Ramsey County Library
Board of Trustees Meeting
March 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/93024466527?pwd=MnRGdGNUa2JBOUhPVE9uV2tPZXVFQT09
Phone: 651-372-8299; Meeting ID: 930 2446 6527; Passcode: 398893

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** (6:35-6:45)
   A.   Approval of January 20, 2021 Minutes (2)
   B.   Director's Report (3)
   C.   Friends of the Ramsey County Libraries Report (4)
   D.   Annual Report to State (5)

V.   **Action Items** (6:45-7:30)
   A.   Conduct Policy (6)
   B.   Maintenance Agreement for Automated Materials Handling Equipment (7)

VI.   **Discussion Items** (7:30-8:30)
   A.   2022/2023 Budget Timeline/Overview (8)
   B.   Task Force Update (9)
   C.   Library Director Search Update (10)
   D.   Other

VII.   **Adjournment** (8:30)

Scheduled Upcoming Meetings		
April 21, 2021 6:30 p.m.	Virtual Meeting	Joint Meeting with County Board 2022-2023 Budget Approval Library Award Library Gold Cards Library Director Search Update
May 19, 2021 6:30 p.m.	Virtual Meeting	Library Director Search Update
June 16, 2021 6:30 p.m.	Virtual Meeting	Library Director Search Update Strategic Planning Framework

LIBRARY TRUSTEES 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; Amber Soler, Personnel Transactions Assistant

OTHERS PRESENT:
Victoria Reinhardt, Ramsey County Commissioner and Liaison to the Library Board of Trustees; Jane McMahon, Friends of the Ramsey County Library Board Member; Les Sipkema, Shoreview resident

CALL TO ORDER:
Ly-Xiong called the virtual meeting to order at 6:30 p.m. via Zoom video conference.

PUBLIC COMMENT:
Les Sipkema spoke to the Library Board Trustees about several topics and his suggestions for improvement.

APPROVAL OF AGENDA:
Berry made a motion to approve the agenda for February 17, 2021, as presented. Chiclana-Ayala seconded the motion, which was approved unanimously via roll call vote.

APPROVAL OF MINUTES:
Neblett made a motion to approve the minutes of January 20, 2021 as presented. Willems seconded the motion, which was approved unanimously via roll call vote.

DIRECTOR'S REPORT:
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!

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:
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

Woods, the Library Board liaison to the Friends, encouraged the Library Board Trustees to become members of the Friends, and to support the upcoming online auction.

2020 FOURTH QUARTER REPORTS:
On a quarterly basis, Library staff presents several 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, Senior Library Manager
- Incident Report – prepared by Mickey Ladich, Property Manager

The Library Board accepted the fourth quarter reports as presented.

ANNUAL GIFT ACCEPTANCE:
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 of online programs, home delivery by mail, the Library newsletter, and employee development. The Friends' Board approved the request at their meeting on January 25, 2021.

Neblett made a motion 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. Willems seconded the motion, which was approved unanimously via roll call vote.

RESOLUTION REGARDING THE RETIREMENT OF JANET SMIHI:
Library Page Janet Smihi announced her retirement effective February 17, 2021, after 22 years of service. Neblett made a motion to approve the Resolution Regarding the Retirement of Janet Smihi, and to authorize the Library Board of Trustees Chair to sign the document. Chang seconded the motion, which was approved unanimously via roll call vote.

RESOLUTION REGARDING THE RETIREMENT OF LYNN WYMAN:
Deputy Director Lynn Wyman announced her retirement effective February 26, 2021, after 40 years of service. Willems made a motion to approve the Resolution Regarding the Retirement of Lynn Wyman, and to authorize the Library Board of Trustees Chair to sign the document. Chiclana-Ayala seconded the motion, which was approved unanimously via roll call vote.

2020 YEAR END RESERVES:
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 was reviewed by Larson. Balances also remain from the 2019 and 2018 reserves approved last year, which would be carried forward another year and earmarked for the same purpose.

Berry made a motion to approve the 2020, 2019, and 2018 year-end reserves as proposed. Neblett seconded the motion, which was approved unanimously via roll call vote.

TASK FORCE UPDATE:
Willems reported that the task force created to address Library Board of Trustees and Ramsey County roles and responsibilities has completed its scheduled meetings, and shared an outline of the group's findings with the Library Board trustees. The task force identified what has been working well, and opportunities for improvement, including root causes and recommended solutions.

The Ramsey County Board of Commissioners will be invited to a future meeting to discuss the task force findings and recommendations, and the County Attorney's Office will be asked to review the final draft of the revised rules and responsibilities table and recommend the best approach to memorialize the process. Library Board Trustees discussed potential dates for the joint meeting with the County Board, which will be scheduled in March or April.

LIBRARY DIRECTOR SEARCH UPDATE:
The Library Board Trustees reviewed the hiring steps and timeline used by Ramsey County to hire new department heads. Ly-Xiong noted that she added a column to the chart to include the Library Board Trustee's role in the process. The Board Trustees discussed the County's process, and clarified that the chart was provided for informational purposes and will be adapted for the Library Director hiring process. Ly-Xiong indicated that she will ask the Executive Committee to revise the County hiring chart to include the roles and responsibilities of the Library Board Trustees. Commissioner Reinhardt suggested that the Library Board Trustees set up a subcommittee to oversee the hiring process and work with Ramsey County Human Resources on the director search.

CONDUCT POLICY UPDATE:
The Conduct Policy update was postponed to the next meeting.

NEXT MEETING:
March 17, 2021 – 6:30 p.m.

ADJOURNMENT:
Following a motion by Neblett and a second by Chiclana-Ayala, Ly-Xiong adjourned the meeting at 8:35 p.m.

Respectfully Submitted,

Mary Larson
Library Board of Trustees Coordinator

DIRECTOR'S REPORT   March 2021

February Staff Updates: Hired: Eleanor Anderson, Substitute Librarian
                                              Netanya Roden, Substitute Librarian
                                              Abeni Hill, part-time Library Page at RCL-Shoreview
                             Resigned: Chivvam Yang, Student Worker at RCL-Roseville
                             Retired: Lynn Wyman, Deputy Director
                                              Janet Smihi, Library Page at RCL-Maplewood and RCL
                                              Technical Services

Deputy Director Hiring Update: Pang Yang has been appointed as the new Deputy Director of the Ramsey County Library! She comes to us with a wealth of experience from the St. Paul Public Library and will begin her new role on Wednesday, March 31st. Pang will be introduced at the April board meeting.

Service Delivery Redesign: Over the last month, the Library has been reintroducing services that were provided pre-pandemic. In New Brighton, two computers and one printer are now being offered for patron use in the community center space. In North St. Paul, a copier previously located within the library has been relocated to a close common space within the community center for patron use.

Significant progress has been made on the Roseville browsing pilot. Staff members have been actively engaged through the safety committee and site-specific staff meetings to gather valuable feedback for consideration as we move forward. Public Health, Property Management, Service Centers and Library staff are working collaboratively to address all applicable details to ensure safety for patrons and staff. Implementation is tentatively scheduled for the week of March 29th. A plan is being developed to stage reopening the additional six locations to patron browsing. Lessons learned from the Roseville pilot will be incorporated into the plan.

OverDrive Transition Update: On Tuesday, February 23, the Ramsey County Library's downloadable collection moved over to Libby by OverDrive (OverDrive for Kindle users) as the one-stop shop for e-books, e-audiobooks and e-magazines. Staff has been busy answering questions from patrons regarding this new tool for accessing materials.

Virtual Library Legislative Advocacy Week: Ramsey County Library participated in six virtual meetings with local legislators to advocate for additional funding and a change in formula that would benefit all regional libraries in the State of Minnesota. And, stories of how the library adapted service delivery during the pandemic were shared. Ramsey County Commissioner Mary Jo McGuire, as chair of the Metropolitan Library Service Agency (MELSA) Board of Trustees, and MELSA staff also participated in these virtual meetings.

IT Consolidation Update: Consolidation continues to make progress. Significant milestones achieved include updated/added cabling and network access. The library's network cabling has been updated and increased in all locations to support a more seamless transition. County network connectivity has been extended to each library location.

The county's phone system will be extended into each library building to provide unified phone service across all county departments. Beginning March 15th, new phones will be installed alongside existing phones to begin testing, setup and training.

All staff computers and laptops will be replaced and updated with Windows 10. Librarians and managers with personal workstations will be receiving laptops per a new county initiative moving to portable technology. New Brighton is currently the test site for computers using library business applications and ensuring required connectivity from within the county network. Following successful testing, staff computing at New Brighton and the other branches will be updated and moved one at a time into the county network. This movement is scheduled to begin the week of April 5th.

Staff News: White Bear Lake staff received a Big thank you! The pictures say it all!
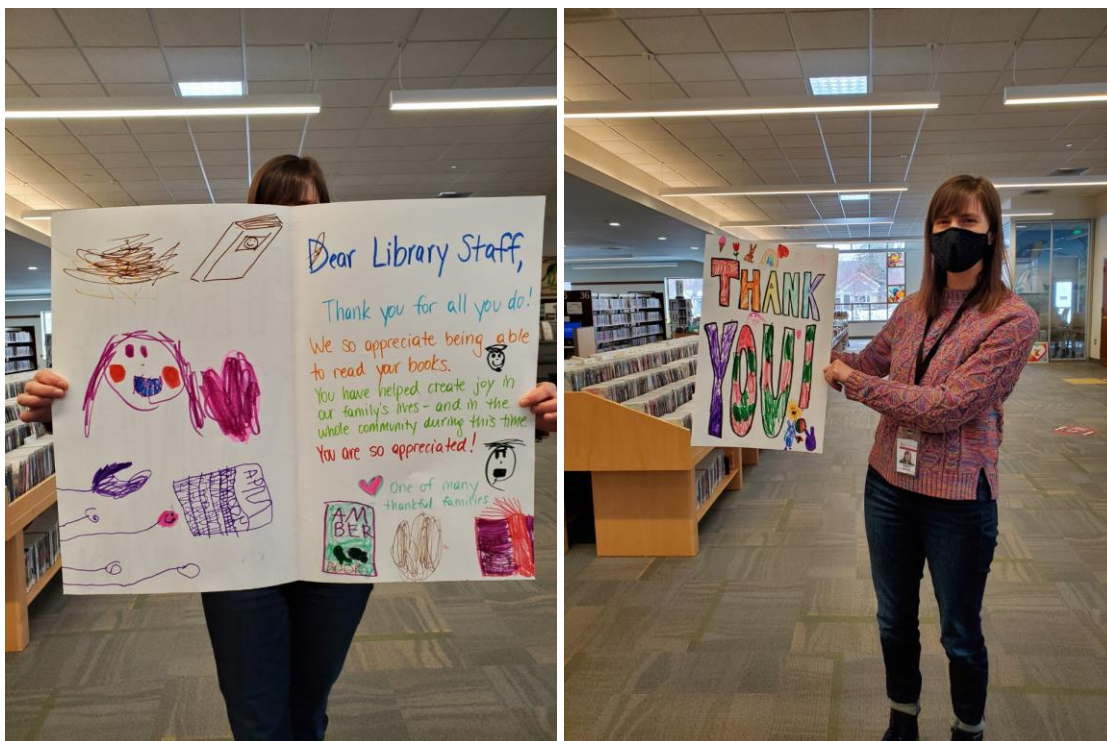
Countywide Updates:
1. Ramsey County continues to focus on COVID-19 vaccination distribution within the community. Saint Paul-Ramsey County Public Health is distributing the vaccine in alignment with the guidance from the CDC and Minnesota Department of Health. It is an employment-based model, meaning in most cases, the job you do determines your access to the vaccine. Public Health in collaboration with Human Resources is coordinating an employee distribution plan. Library staff who interact with the public and have no ability to work from home have been placed on a list for vaccination. I'm pleased to report that some Library staff have received their first vaccination dose and are scheduled for their second. More will follow in the coming weeks for staff interested in receiving the vaccine.

2. There is a correction to last month's director's report in that presentations to the Capital Improvement Program Advisory Committee for projects at RCL-Maplewood and RCL-Roseville are scheduled for April 1st and not March 4th as was previously noted. These projects are being led by Property Management in conjunction with library staff and will incorporate building changes that support county service center operations.

A couple topics arose last month during the board meeting— workplan updates and strategic planning. To follow-up, the 2021 Workplan will be included in the April board packet with updates through the first quarter. Long-range strategic planning occurs every 3 years and that work typically begins in the summer so watch for this topic in June.

Karen Saltis

FRIENDS
OF THE
RAMSEY COUNTY LIBRARIES

4560 North Victoria Street
Shoreview, MN 55126
Phone: 651-486-2213
www.rclreads.org

Friends Update—March 2021

The Friends Online Auction – *Hats Off to the Library!* was a great success. Our hope for this event was to get us halfway to our 2021 grant commitment of $30,000 for the Ramsey County Library lending collection. This event far exceeded our wildest dreams raising more than $20,000! At least $14,000 of the total raised will support the children's collection specifically. Proceeds from this event will add much-needed items to the lending collection, including extra copies of the most popular materials as well as new audio books, large-print books, and e-books shared online and by the public libraries in Maplewood, Mounds View, New Brighton, North St. Paul, Roseville, Shoreview, and White Bear Lake. Many thanks to the many volunteers, auction contributors, auction bidders, fund-a-need and other donors, and partners who helped to make this event possible.

It's Membership Renewal Time
Friends membership renewal reminders and envelopes will be mailed out in late May. With the help of our members, we exceeded our 2020 goal and provided more than $146,000 in grant funding to support the RCL collection; virtual programming for adults, teens and children; the Summer Learning Program; and many other resources and services that enhance the Library and support the community.

Virtual Used Bookstore Now Available at Roseville
The Friends Virtual Used Bookstore at the Shoreview Library, has now expanded to the Roseville Library location. Stock up for summer with books of many genres, videos, games, puzzles, music CDs and audiobooks, available to browse, order online and pick up "grab and go" style. Available items are different at each location, and must be picked up at the locations where they are in-stock. Patrons placing orders of $25 or more on a single day may request pick-up of their entire order at either the Shoreview or Roseville Libraries.

Thank you to our 2021 Partners!
- Northeast Bank
- Pioneer Press
- Silver Lake Smile Family Dentistry
- Courtney Billing
- Mary and Wayne Carter
- Cathy Croghan and Kathy Robbins
- Jeff and Paula DeZellar
- Dick and Mary Fowler
- Frank and Jayne Harris
- John W. Harris
- Pamela Harris
- Barbara Heinemann
- Kate and Rob Huebsch
- Susan Miller
- Wallace and Nancy Olson
- Sheff and Deirdre Otis
- Ron and Sandi Riach
- Kris Robertson-Smith
- John and Ann Trapnell
- Susan Vandenberg
- Rong Yang and Haifeng Xiao

RAMSEY COUNTY Library

Request for Library Board Action

Meeting Date	**Action Requested**	**Presented By**
March 17, 2021	Approve Submission	Jeff Eide, Senior Library Manager

SUBJECT:
Annual Report to State

BACKGROUND:
State Library Services, a division of the Minnesota Department of Education, coordinates a statistical survey on library usage, collection size, staffing distribution, etc. for every library in Minnesota each year. Libraries are required to submit their annual data to the State Library Services Office no later than April 1.

Policymakers, library administrators and the general public use the statistical data to plan and evaluate library development and services. Data for public, academic and state library agencies is available from the Institute of Museum and Library Services (IMLS).

The report is attached as submitted, and will be available electronically at https://public.education.mn.gov/WebsiteContent/LibraryListing.jsp?SEARCH_VALUE=R after the data has been vetted by State Library Services.

BOARD ACTION REQUESTED:
To authorize the Library Board Chair and Library Director to sign and submit the 2020 Minnesota Public Library Annual Report Approval Form to the Office of State Library Services as mandated.

INSTRUCTIONS
The survey is divided into sections, viewable from the left sidebar. You don't have to complete the sections in any particular order; LibPAS saves as you enter data. Select the chevron (>>) to open the navigation sidebar, or select Hide to close it and allow more room for data input. Use the left sidebar to skip from section to section. Use the section titles to display a particular section, or click the blue section heading to collapse or expand each section.

Key Terms:
Data Element - Each question on this survey is called a data element. To see a definition, click on the light blue number next to the data element name. You can see all data element definitions in the 2020 Guide to Data Elements.

Not Known - Check the "not known" box if your library doesn't collect data about a particular service that you offer. If you don't offer the service, enter zero (0).

Outlet - An outlet is a branch or central library, or bookmobile. Data elements for outlet-level information are indicated by an "m" in the name (as in P06m Visits).

Administrative Entity - The administrative entity is the library system or headquarters. A single-building library is both an administrative entity and an outlet. If you are completing the report for a single-location library, enter your information at the outlet level where possible, and it will be "rolled up" to the administrative entity level.

When you are finished entering data, click **Verify**. LibPAS will look for any discrepancies, and you can either correct them or add a note to resolve the error messages. When the error messages are resolved, click **Submit/Lock**.

For further instructions on using LibPAS, refer to 2020 Minnesota Public Library Annual Report Instructions.

CONTACT INFORMATION

*G01)Library Name	Ramsey County Library
*G02)Regional System/Sequence Number	M0700
G03)Regional Public Library System	MELSA
*G05)Location is a change from previous year	No
*G04)Street Address	4560 N Victoria St
*G06)City	Shoreview
*G07)Zip Code	55126
*G11)County	Ramsey
*G08)Mailing Address	4560 N Victoria St
*G09)City	Shoreview
*G10)Zip Code	55126
*G12)Phone	651-486-2200
G13)Library Web Address	www.rclreads.org

RAMSEY COUNTY LIBRARY   2020

Director

G14)Director's Name

G15)Director's Phone

G16)Director's Extension G17)Director's Email Address

Report Filer

G18)Report Filer Name	Jeff Eide
G19)Report Filer Phone	651-724-6061
G20)Report Filer Email	jeffrey.eide@co.ramsey.mn.us

IMLS Administrative Entity Codes

*G21)Interlibrary Relationship Code	Member of a Federation or Cooperative
*G22)Legal Basis Code	County/Parish
*G23)Administrative Structure Code	Administrative Entity with Multiple Direct Service Outlets where Administrative Offices are Not Separate
*G25)Geographic Code	County/Parish (exactly)
*G26)Did the legal service area boundary change?	No

Contact Information: Outlet

Outlet Name and System

Location	G01m) Library Name	G02m) Regional System/Sequence Number	G03m) Regional Public Library System
MAPLEWOOD LIBRARY	Maplewood Library	M0720	MELSA
MOUNDS VIEW LIBRARY	Mounds View Library	M0725	MELSA
NEW BRIGHTON LIBRARY	New Brighton Library	M0715	MELSA
ROSEVILLE LIBRARY	Shoreview Library	M0700	MELSA

Street Address

Location	G05m) Change from previous year?	G04m) Street Address	G06m) City	G07m) ZIP	*G12m) Phone
MAPLEWOOD LIBRARY	No	3025 Southlawn Dr	Maplewood	55109	651-704-2033
MOUNDS VIEW LIBRARY	No	2576 County Road 10	Mounds View	55112	763-717-3272
NEW BRIGHTON LIBRARY	No	400 10th Street NW	New Brightton	55112	651-724-6002
ROSEVILLE LIBRARY	No	2180 North Hamline Avenue	Roseville	55113	651-628-6803
SHOREVIEW LIBRARY	No	4560 Victoria Street	Shoreview	55126	651-486-2300
WHITE BEAR LAKE LIBRARY	No	2150 2nd Street	White Bear Lake	55110	651-407-5302

Mailing Address

Location	G08m) Mailing Address	G09m) City	G10m) ZIP	G11m) County
MAPLEWOOD LIBRARY	3025 Southlawn Dr	Maplewood	55109	Ramsey
MOUNDS VIEW LIBRARY	2576 County Road 10	Mounds View	55112	Ramsey
NEW BRIGHTON LIBRARY	400 10th Street NW	New Brightton	55112	Ramsey
~~ROSEVILLE LIBRARY~~	~~2600 Civic Street Ave.~~	~~Shoreview Lake~~	~~55120~~	Ramsey
~~LIBRARY~~				

COVID-19 RESPONSE

Libraries and the communities they serve were profoundly affected by the COVID-19 pandemic. Much of that impact will be reflected in very different numbers for 2020. To supplement that story, this section of the report contains a series of Yes/No questions about the direct effects and response to the pandemic. The majority of these questions come from the Institute of Museum and Library Services (IMLS); all public libraries in the U.S. will answer them.

At the end of this section, you will have the chance to provide any additional details on how your library responded to the pandemic.

Facilities During Pandemic

*V01)Were any of the library's outlets physically closed to the public for any period of time due to the pandemic?	Yes
V02)Did the library add or increase the number of mobile hotspots for circulation?	No
V03)Did the library add or increase distribution of mobile hotspots?	Yes

Wi-Fi Access

*V04)Before the pandemic, did the library provide Wi-Fi Internet access to users outside the building at one or more outlets?	No
*V05)During the pandemic, did the library provide Wi-Fi Internet access to users outside the building at one or more outlets?	No
*V06)During the pandemic, did the library increase access to Wi-Fi Internet outside the building at one or more outlets?	No

Services During Pandemic

*V07)Did library staff continue to provide services to the public when the building was physically closed to the public due to the pandemic?	Yes
*V08)Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the pandemic?	Yes
*V09)Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the pandemic?	Yes
*V10)Did the library add or increase access to electronic collection materials due to the pandemic?	Yes
*V11)Did the library provide live, virtual programs via the Internet during the pandemic?	Yes
*V12)Did the library create and provide recordings of program content via the Internet during the pandemic?	Yes

Remote Registration for Library Cards

*V13)Before the pandemic, did the library allow users to complete remote registration for library cards?	No
*V14)During the pandemic, did the library allow users to complete remote registration for library cards?	Yes

Staffing During Pandemic

*V15)Did any library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the pandemic?	Yes
V19)Were any library staff furloughed due to the pandemic?	No
V20)Were any library staff laid off due to the pandemic?	No
V21)Did any library staff quit or choose early retirement due to the pandemic?	Yes
V18)Did any library staff work a reduced number of hours, whether by choice or by necessity, due to the pandemic?	Yes
V22)Was a hiring freeze instituted at any time due to the pandemic?	No
V23)Were any vacant library positions eliminated from the budget due to the pandemic?	No
V17)Were library staff placed on paid or administrative leave due to the pandemic?	No
V16)Did any library staff work remotely due to the pandemic?	Yes

Comments

What else would you like to report about how your library experienced or responded to the pandemic in 2020?

V24)Comments on COVID Response	

VISITS, REFERENCE, USERS

Population

Enter the number of people who live in the geographic area that your library was established to serve and from which (or on behalf of which) it derives revenue. Include the population of any additional areas that are served under contract. Please use the most recent estimate from the Minnesota State Demographic Center using the tabs for County Data or City & Township Data.

Population: Outlet

Location	P01m) Population of the Legal Service Area
MAPLEWOOD LIBRARY	53,026
MOUNDS VIEW LIBRARY	13,707
NEW BRIGHTON LIBRARY	33,502
NORTH ST PAUL LIBRARY	12,705
RAMSEY COUNTY LIBRARY	83,030

Population Totals

*P01)Population of the Legal Service Area [1]	242,323

Registered Users

A registered user is a library user who has applied for and received an identification number (e.g., barcode) or card from your library. Include registrations for temporary or electronic-only cards (for example, Overdrive Instant Digital cards).

P05)Last year Registered User Records Were Purged	2020

Registered Users: Outlet

Location	P02m) Registered Users - Residents	P03m) Registered Users - Reciprocal	*P04m) Total Registered Users
MAPLEWOOD LIBRARY	26,597	15,914	42,511
MOUNDS VIEW LIBRARY	8,048	2,923	10,971
NEW BRIGHTON LIBRARY	10,222	3,253	13,475

Registered User Totals

P02)Registered Users - Residents	140,010
P03)Registered Users - Reciprocal	79,580
*P04)Total Registered Users	219,590

Visits and Reference

Visits and Reference: Outlet

Location	*P06m) Visits	*P07m) Reference Transactions	P59m) Contactless Visits
MAPLEWOOD LIBRARY	60,284	39,910	-1
MOUNDS VIEW LIBRARY	11,822	10,010	-1
NEW BRIGHTON LIBRARY	20,796	8,931	-1
ROSEVILLE LIBRARY	247,402	193,330	1,115

Visits and Reference Totals

*P06)Visits	340,304
*P07)Reference Transactions	252,070
P59)Contactless Visits	1,115

Reporting Methods

Does your library count actual visits and reference transactions, or do you use an estimate?

*P60)Library Visits Reporting Method	Annual Count
*P61)Reference Transactions Reporting Method	Annual Estimate Based on Typical Week(s)

Public Internet

Public Internet: Outlet

Location	P08m) Public Internet Computer Sessions	P09m) Public Internet Computer - Usage Type
MAPLEWOOD LIBRARY	13,906	P08m tallies other computer usage in addition to Internet
MOUNDS VIEW LIBRARY	1,907	P08m tallies other computer usage in addition to Internet
NEW BRIGHTON LIBRARY	3,441	P08m tallies other computer usage in addition to Internet
ROSEVILLE LIBRARY	35,195	P08m tallies other computer usage in addition to Internet

Public Internet Totals

P08)*Public Internet Computer Sessions	62,991
P09)Public Internet Computer - Usage Type	P08 tallies other computer usage in addition to Internet

Wireless Sessions

Wireless Sessions: Outlet

Location	*P10m) Wireless Sessions
MAPLEWOOD LIBRARY	24,695
MOUNDS VIEW LIBRARY	1,597
NEW BRIGHTON LIBRARY	4,574
ROSEVILLE LIBRARY	92,077
SHOREVIEW LIBRARY	28,447
WHITE BEAR LAKE LIBRARY	

Wireless Session Totals

*P10)Wireless Sessions	151,396

Website Visits

Enter the number of visits to the library's website during the year. Usage of library social media accounts such as Facebook or Twitter should not be reported here.

If your library does not have a website, leave this field blank and choose "not applicable" from the drop-down to the right of the field.

If you do have a website, but did not count visits, please choose "not known" from the drop-down.

*P32Website Visits	6,385,574

CIRCULATION

Physical Circulation

Report the total annual circulation including renewals of all physical library materials of all types. Count all physical materials in all formats that are loaned for use outside the library. Include tools, cookware, sports equipment, realia, mobile devices, mobile hotspots and other physical items available for loan. Include interlibrary loan transactions if items were borrowed by library users.

Do not include interlibrary loan items loaned to another library, returns/check-ins, or tax forms.

Physical Item Circulation: Outlet

Location	P13m) Children's Circ	P14m) Adult Circ	P15m) Other Phys Circ	P16m) Total Phys Circ
MAPLEWOOD LIBRARY	71,661	122,511	0	194,172
MOUNDS VIEW LIBRARY	27,440	30,228	0	57,668
NEW BRIGHTON LIBRARY	37,661	38,581	0	76,242
NORTH ST PAUL LIBRARY	10,962	20,131	0	31,093
RAMSEY NEW/CAL LIBRARY	250,533	397,200	0	906,095

Physical Item Circulation Totals

*P13)Children's Circulation	586,952
P14)Adult Circulation	735,292
P15)Other Physical Item Circulation (No Age Designation)	
P16)Total Physical Circulation	1,322,244

Downloadable Circulation

Electronic materials are distributed digitally online and accessed by computer, the internet, or a portable device such as an e-book reader. Electronic materials include e-books and downloadable electronic audio and video files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use, for example, a reading device loaded with multiple e-book titles. Include circulation only for items that require a user authentication and have a limited period of use (due date).

P17)Downloadable E-books and E-serials Circulation	378,369
P18)Downloadable Audio and Video Circulation	180,874
*P19)Total Downloadable Circulation	559,243

Total Physical and Downloadable Circulation

*P20)Total Circulation	1,881,487

Collection Use Including Electronic Collections

Information from electronic collections is the number of full-content units or descriptive records examined, downloaded, or otherwise supplied to users from online library resources that require user authentication but do not have a loan period. Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed.

For more guidance, refer to [Successful Retrieval of Information from Electronic Collections](#) on the documentation page.

*P29)Number of Information Retrievals from Electronic Collections	292,577
*P30)Electronic Content Use	851,820
*P31)Total Collection Use	2,174,064

Interlibrary Loan

*P11)ILL Provided to Other Libraries	8,651
*P12)ILL Received from Other Libraries	8,679

PROGRAMS, RECORDINGS, ACTIVITIES

Programs

A program is any planned event which introduces the group attending to any library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include film showings; lectures; story hours; literacy, English as a second language, citizenship; and book discussions. If programs are offered as a series, count each program in the series. Include all programs, whether held on or off site, which are sponsored or co-sponsored by the library. For example, a film series offered once a week for eight weeks should be counted as eight programs. Do not include programs sponsored by other groups that use library facilities.

Note: Do not include library activities delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance, and mentoring activities. One-on-one services provided by library staff may be counted as reference in P07/P07m.

RAMSEY COUNTY LIBRARY   2020

In-Person Programs: Outlet

Location	P21m) In-Person: Children	P22m) In-Person: Young Adult	P23m) In-Person: Adult	P24m) In-Person: Total
MAPLEWOOD LIBRARY	79	29	65	173
MOUNDS VIEW LIBRARY	39	2	14	55
NEW BRIGHTON LIBRARY	29	0	15	44
NORTH ST PAUL LIBRARY	37	0	0	37
RANSEZ NICAN LIBRERY LIBRARY	96 / 86	82 / 02	024 / 604	766 / 166

In-Person Program Totals

*P21)In-Person Programs: Children	363
*P22)In-Person Programs: Young Adult	133
P23)In-Person Programs: Adult	309
*P24)In-Person Programs - Total	805

Live Virtual Programs

Enter the number of live, virtual programs during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time. Count each instance of a virtual program as one program.

If your library creates a virtual program that is recorded (not live) and can be viewed at any time, do not count it as a live virtual program. Instead, report it under Recordings of Program Content.

P33)Live Virtual Programs - Children	118
P34)Live Virtual Programs - Young Adult	139
P35)Live Virtual Programs - Adult	141
P36)Total Live Virtual Programs	398

Total Programs (In-Person and Live Virtual)

*P51)Children's Library Programs	481
*P52)Young Adult Library Programs	272
P53)Adult Library Programs	450
*P54)Total Programs	1,203

Program Attendance

Report the total attendance at all programs held during the year, regardless of attendees' ages.

Include attendance at off-site programs that are sponsored or co-sponsored by the library. Do not include attendance at programs sponsored by other groups that use library facilities. Note: Do not include attendance at library activities delivered on a one-to-one basis, such as tutoring.

In-Person Program Attendance: Outlet

Location	P25m) In-Person Attendance - Children's	P26m) In-Person Attendance - Young Adult	P27m) In-Person Attendance - Adult	P28m) Total In-Person Program Attendance
MAPLEWOOD LIBRARY	3,833	243	931	5,007
MOUNDS VIEW LIBRARY	697	4	88	789
NEW BRIGHTON LIBRARY	765	0	141	906
(overlapping text — illegible)	*4,872*	*299*	*1,398*	*2,206*
(overlapping text — illegible)				

In-Person Program Attendance Totals

*P25)In-Person Children's Program Attendance	14,201
*P26)In-Person Young Adult Program Attendance	726
P27)In-Person Adult Program Attendance	5,612
*P28)Total In-Person Program Attendance	20,539

Live Virtual Attendance

To report attendance at live virtual programs, enter the number of unique views, or peak live views.

P37)Live Virtual Attendance - Children	4,101
P38)Live Virtual Attendance - Young Adult	778
P39)Live Virtual Attendance - Adult	2,999
P40)Total Live Virtual Attendance	7,878

Total Program Attendance (In-person and Live Virtual)

*P55)Children's Program Attendance	18,302
*P56)Young Adult Program Attendance	1,504
P57)Adult Program Attendance	8,611
*P58)Total Attendance	28,417

Recordings of Program Content

Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.

Recordings of Program Content

P41)Recordings of Program Content - Children	114
P42)Recordings of Program Content - Young Adult	0
P43)Recordings of Program Content - Adult	38
P44)Total Recordings of Program Content	152

Views of Recordings of Program Content
Enter the number of on-demand, asynchronous, non-live views of recordings of program content. For live events that are recorded and available for viewing later (e.g., Facebook Live storytime), report any views after the live broadcast here. For each recording, count the number of views until it is taken offline, or until the end of the year, whichever comes first.

P45)Views of Recordings of Program Content - Children	34,900
P46)Views of Recordings of Program Content - Young Adult	0
P47)Views of Recordings of Program Content - Adult	5,107
P48)Total Views of Recordings of Program Content	40,007

Self-Directed Activities
Self-directed activities, like programs, may require staff resources to plan and prepare, design or distribute, and they make take place on or off-site. They differ from programs in that activities are unstructured and depend on the participation of the attendee to create the experience, rather than a structured presentation offered to a group at a set time.

Examples of self-directed activities include story walks, take-and-make activity kits, and online reading challenges.

Self-Directed Activities: Outlet

Location	P49m) Self-Directed Activities	P50m) Participation in Self-Directed Activities
MAPLEWOOD LIBRARY	3	408
MOUNDS VIEW LIBRARY	3	136
NEW BRIGHTON LIBRARY	3	154
ROSEVILLE LIBRARY	8	8082

Self-Directed Activities Totals

P49)Self-Directed Activities Total	23
P50)Participation in Self-Directed Activities	3,198

SUMMER LEARNING PROGRAM

U01)What type(s) of summer learning programs did this library offer for youth?	Both reading and learning programs

Summer Learning Age Groups
If the library does offer a Summer Learning Program, provide the intended age-groups for the program. Select all that apply.

U02)Preschoolers, birth to 5 years old	Yes
U03)Children, 5 to 11 years old	Yes
U04)Young adults, 12 to 18 years old	Yes

STAFFING

Please report full time equivalent (FTE) figures as of the last day of the reporting period (December 31). Include all positions funded in the library's budget whether those positions are filled or not. For hours not listed below, divide hours worked by 40 and calculate to two decimal points. Note that data entered into library outlet fields automatically "roll up" into a total for the library administrative entity. The library administrative entity's field is locked.

Common FTE include
5 hours per 40-hour work week =.12 FTE
8 hours per 40-hour work week = .20 FTE
10 hours per 40-hour work week = .25 FTE
12 hours per 40-hour work week = .30 FTE
16 hours per 40-hour work week = .40 FTE
20 hours per 40-hour work week = .50 FTE
25 hours per 40-hour work week = .62 FTE
30 hours per 40-hour work week = .75 FTE
35 hours per 40-hour work week = .87 FTE
40 hours per 40-hour work week = 1.00 FTE

Staff Full-Time Equivalents

Full-Time Equivalents: Outlet

Location	S01m) ALA/MLS Librarians	S02m) Other Librarians	S03m) Total Librarians	S04m) Other Staff	S05m) Total Paid Employees
MAPLEWOOD LIBRARY	6.59	0.00	6.59	8.51	15.10
MOUNDS VIEW LIBRARY	1.80	0.00	1.80	1.60	3.40
NEW BRIGHTON LIBRARY	2.60	0.00	2.60	2.50	5.10
NORTH ST PAUL LIBRARY	1.30	0.00	1.30	1.30	2.60
ROSEVILLE LIBRARY	24.03	0.00	25.03	46.06	64.06
SHOREVIEW LIBRARY					
WHITE BEAR LAKE LIBRARY					

Full-Time Equivalents Totals

*S01)Total ALA/MLS Librarians	41.82
S02)Total Other Librarians	3.00
*S03)Total Librarians	44.82
*S04)Total Other Staff	57.55
*S05)Total Paid Employees	102.37

Selected Salary Schedule

Please provide the hourly pay range for all funded positions, including vacant positions. For example, if the pay rate at your library for an entry-level reference librarian is $15.20 per hour, and the rate for a reference librarian at the highest step is $21.00 per hour, enter $15.20 in the Low column of the Other Librarian row, and $21.00 in the High column.

If no salary schedule is available, list the current hourly pay rate in the Hourly Rate-High column and leave the Hourly Rate-Low column blank.

	Low	High
Regional Director		
Library Director	$71.73	$71.73
Assistant Director	$40.68	$60.46
Branch Manager	$29.32	$44.96
Central Library Manager	$36.17	$53.79
Department Head	$26.07	$53.79
Other Librarian	$25.07	$40.14
Technology Support	$20.23	$40.14
Library Support Staff	$15.18	$32.88
Administrative Support Staff	$20.70	$30.38
Shelver/page	$15.11	$21.00

Union

Please indicate if there is one or more legally recognized organizations representing your employees for the purpose of collective bargaining.

S17)Do Any Library Staff Belong to a Union?	Yes

HOURS/WEEKS OF SERVICE

Building Closed

Building Closed: Outlet

Location	H13m Weeks Closed Due to COVID-19
MAPLEWOOD LIBRARY	41
MOUNDS VIEW LIBRARY	41
NEW BRIGHTON LIBRARY	41
NORTH ST PAUL LIBRARY	41

Number of Weeks Open to the Public

Weeks Open to the Public: Outlet

Location	H15m) Weeks of Regular Service	*H14m Weeks of Limited Service	*H11m) Weeks Library was Open
MAPLEWOOD LIBRARY	11	0	11
MOUNDS VIEW LIBRARY	11	0	11
NEW BRIGHTON LIBRARY	11	0	11
RAMSEY COUNTY LIBRARY	11	0	11

Weekly Hours Open to the Public

Weekly Hours Open: Outlet

Location	H08m) Weekly Hours of Regular Service	H16m) Weekly Hours of Limited Service
MAPLEWOOD LIBRARY	63	63
MOUNDS VIEW LIBRARY	35	35
NEW BRIGHTON LIBRARY	45	37
NORTH ST PAUL LIBRARY	65	63

Total Weekly Hours Open to the Public

H08)Weekly Hours of Regular Service	349
H16)Weekly Hours of Limited Service	338

Annual Hours Open to the Public

Annual Public Service Hours: Outlet

Location	*H12m) Annual Public Service Hours: Outlet
MAPLEWOOD LIBRARY	660
MOUNDS VIEW LIBRARY	371
NEW BRIGHTON LIBRARY	460
ROSEVILLE LIBRARY	2,042
SHOREVIEW LIBRARY	1,674

Annual Public Service Hours Totals

*H12)Total Public Service Hours Per Year	5,823

Curbside Service

In 2020, many Minnesota public libraries began to offer curbside service, in which patrons visited the library premises to access the collection or printed items. Similar terms could include curbside, lobby, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru windows, etc. - any contactless or minimal contact provision of items.

We can't include these hours of service in the standard Public Service Hours data element, so we will separately track hours of curbside service.
Include weeks and hours of this service was offered **regardless of whether the building was open or closed to the public.**

Curbside Service: Outlet

Location	H17m) Number of Weeks of Curbside Service	H18m) Weekly Hours of Curbside Service
MAPLEWOOD LIBRARY	40	63
MOUNDS VIEW LIBRARY	40	35
NEW BRIGHTON LIBRARY	40	37
~~NORTH ST PAUL LIBRARY~~	~~40~~	~~63~~

Total Weekly Hours of Curbside Service

H18)Weekly Hours of Curbside Service	338

COLLECTIONS

Report items the library has acquired and catalogued as part of the collection that have been purchased, donated, leased, or licensed by the library, a consortium, the state library, a donor or other person or entity. Include items that are accessed with a library card or at a library location. Items do not have to be included in the catalog. Count items that have a loan period. Do not include items that are retained by the user and not returned to the library.

Count electronic materials at the administrative entity level; do not duplicate numbers at each branch. Do not include microforms, loose sheet music, maps, and pictures.

Physical Materials

Report the number of physical items such as books, CDs, DVDs, and tools or equipment in the library's collection. Count only those items that are available for public use. Include the number of volumes if available. Items which are packaged together as a unit such as two compact discs or two DVDs and intended to be checked out as a unit should be counted as one physical item. Please count items that include two formats such as a book/CD combination in only one category—Print, Audio or Multi-format. If your library is not able to distinguish the physical format of items, please enter the total number of items in C05/C05m) Other Physical Materials. Note that data entered into library outlet fields automatically "roll up" into a total for the library administrative entity. The library administrative entity's field is locked.

Note: Please do not include e-books, e-serials, and downloadable audio and video.

Physical Materials - Outlet

Location	C01m) Print Materials	C02m) Audio Materials, Physical	C03m) Video Materials, Physical	C04m) Multi-format Materials	C05m) Other Physical Materials	C06m) Total Physical Materials
MAPLEWOOD LIBRARY	83,014	4,732	11,516	33	398	99,693
MOUNDS VIEW LIBRARY	32,245	1,581	5,004	20	145	38,995
NEW BRIGHTON LIBRARY	31,870	1,525	3,540	4	137	37,076
NORTH ST PAUL LIBRARY	13,914	664	2,788	4	36	17,406
RANGSEZ NIFAUX LIMTAKE LIBRARY	84,90654	2,0679	77,009	300	2574	623800

Physical Materials Totals

*C01)Print Materials	445,906
*C02)Audio Materials, Physical	29,942
*C03)Video Materials, Physical	59,465
C04)Multi-format Materials	409
C05)Other Physical Materials	2,912
C06)Total Physical Materials	538,634

Print Serial Subscriptions: Outlet

Location	C07m) Print Serial Subscriptions
MAPLEWOOD LIBRARY	103
MOUNDS VIEW LIBRARY	51
NEW BRIGHTON LIBRARY	49
~~ROSEVILLE LIBRARY~~	~~890~~

Print Serial Subscriptions Total

*C07)Print Serial Subscriptions	667

Electronic Materials
Electronic materials include downloadable materials distributed digitally and accessed via a computer, the internet or mobile device (e-readers, tablets, etc.). Types of electronic materials include e-books and electronic video and audio files. Electronic materials include only items that the library has selected as part of its collection. Items must have a loan period and require a library card or user authentication to download. Titles may be linked in a catalog but are not required to be in a catalog. Do not include electronic materials that are in the public domain or not copyrighted.

Note: Please do not include resources that are available for unlimited use or are kept by the user and not returned to the library. Those resources are counted in Electronic Collections.

Electronic Serial Subscriptions
E-serials are online content-based materials produced on a regular schedule that are readable on computers or other electronic devices. They may have comparable print versions or be available only in digital format. Items must have a loan period and require a library card or user authentication to download. Titles may be linked in a catalog but are not required to be in the catalog.

Note: Do not include e-serials that are not loaned or that users get to keep the issues rather than return them to the library such as Zinio. Zinio is considered an electronic collection rather than electronic material.

C08)Electronic Serial Subscriptions, Licensed Locally, Downloadable	78
C09)Electronic Serial Subscriptions, Licensed Regionally, Downloadable	0
C10)Total Electronic Serial Subscriptions	78

Electronic Books (e-books)

An e-book is a book-length publication in digital form that consists of text and/or images and is readable on computers or other electronic devices (e-readers, tablets, smartphones, etc.) Please include e-books that are stored locally or at a vendor site for which permanent or temporary access rights have been acquired. Items must have a loan period and require a library card or user authentication to download. Titles may be linked in a catalog but are not required to be in the catalog. E-books that are packaged together as a unit such as multiple titles on a single e-book reader and checked out as a unit are counted as one.

Note: Do not include e-books that are in the public domain or non-copyrighted e-books with unlimited availability or items available through content aggregators such as Freading. Freading is considered an electronic collection.

C11)Electronic Books Licensed Locally	40,399
C12)Electronic Books Licensed Regionally	86,449
C13)Electronic Books Licensed Statewide	10,375
*C14)Total Electronic Books	137,223

Audio Downloadable Units

Downloadable audio are electronic files on which only sounds are stored (recorded) on a library or vendor server that are played back electronically. Audio files are downloaded on portable or electronic devices. Items must have a loan period and require a library card or user authentication to download. Titles may be linked in a catalog but are not required to be in the catalog. Include only items that the library has selected as part of its collection.

Note: Do not include audio files that are in the public domain or non-copyrighted audio files with unlimited availability or are not returned to the library such as Freegal. Freegal is considered an electronic collection.

C15)Audio - Downloadable Units, Licensed Locally	7,516
C16)Audio - Downloadable Units, Licensed Regionally	21,943
*C17)Total Audio - Downloadable Units	29,459

Video Downloadable Units

Downloadable video are electronic files on which moving pictures are recorded, with or without sound, that are stored on a library or vendor's server. Electronic playback uses a television receiver, computer monitor or mobile device. Items must have a loan period and require a library card or user authentication to download. Titles may be linked in a catalog but are not required to be in the catalog. Include only items that the library has selected as part of its collection. Report the number of units the library has acquired, including duplicates. Content obtained through a vendor on a temporary basis is considered part of the collection.

Note: Please do not include video files that are in the public domain or non-copyrighted video files with unlimited availability.

C18)Video - Downloadable Units, Licensed Locally	0
C19)Video - Downloadable Units, Licensed Regionally	0
*C20)Total Video - Downloadable Units	0

Electronic Collections
An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. Electronic collections do not have a circulation period, and search results may be retained by the user. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library's catalog. The library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library.

Information databases are electronic collections. Platforms with downloadable media may or may not be an electronic collection. An electronic collection may be funded by the library, or provided through cooperative agreement with other libraries, or through the State. Your library may have multiple electronic collections through one vendor interface. Count each electronic collection separately.

Note: Count each electronic collection individually even if it is available through more than one vendor. Do not include resources that are provided by third parties and freely linked to on the Internet.

C21)Electronic Collections Licensed Locally	5
C22)Electronic Collections Licensed Regionally	15
*C24)Total Licensed Electronic Collections, Local/Regional/Other Cooperative Agreement	20
*C25)Electronic Collections Licensed Statewide (State Govt or State Library Agency)	57
*C26)Total Electronic Collections	77

FACILITIES

*F01)Central Libraries	1
*F02)Branch Libraries	6
*F03)Bookmobiles	0
F04)Supplementary Services	0

Outlet Types

Location	F05m) Outlet Type Code	*F06m) Number of Bookmobiles
MAPLEWOOD LIBRARY	Branch Library	0
MOUNDS VIEW LIBRARY	Branch Library	0
NEW BRIGHTON LIBRARY	Branch Library	0
ROSEVILLE LIBRARY	Branch Library	0

Buildings

Location	F07m) Facility Type	F08m) Square Feet	F09m) Year Built	F10m) Latest Year Remodeled	F11m) Previous Years Remodeled:
MAPLEWOOD LIBRARY	M	31,000	2007		
MOUNDS VIEW LIBRARY	L	8,000	1990	2013	
NEW BRIGHTON LIBRARY	G	6,250	1994	2011	
NORTH ST PAUL LIBRARY	B	16,000	1996	2016	
LIBRARY					

Computers

Report the number of the library's Internet computers (desktops, laptops and mobile devices), whether purchased, leased or donated, used by the staff or public in the library. Data entered into library outlet fields "roll up" into a total for the library administrative entity. The library administrative entity's field is locked.

Computers - Outlet

Location	F12m) Staff Internet Terminals	F13m) Public Internet Terminals	F14m) Mobile Internet Devices for On-site Use	F15m) Total Number of Public Internet Computers/Devices
MAPLEWOOD LIBRARY	20	63		63
MOUNDS VIEW LIBRARY	9	20		20
NEW BRIGHTON LIBRARY	8	25		25
NORTH ST PAUL LIBRARY ROSEVILLE LIBRARY WHITE BEAR LAKE LIBRARY	20 49	32 320	32 320	64 640

Computer Totals

F12)Staff Internet Computers	134
*F13)Public Internet Stationary Computers	342
F14)Public Internet Mobile Devices for On-site Use	130
F15)Total Public Internet Computers/Devices	472

Fiber Optic Connections

Location	F16m) Fiber Optic to Library Building	F17m) Category 6 or Better Wiring within Library
MAPLEWOOD LIBRARY	Yes	Category 6
MOUNDS VIEW LIBRARY	Yes	Category 6
NEW BRIGHTON LIBRARY	Yes	Category 6
NORTH ST PAUL LIBRARY	Yes	Category 6

Public Internet Speeds

An Internet speed test measures broadband connection parameters by sending a small file from the server and measuring the time it takes to download and then upload the file back to the server. Please test the upload and download speeds for your public computers using Ookla's Speedtest (www.speedtest.net/).

Test using a public computer when all or most of the library's Internet computers are in use.

Location	F19m) Typical Internet Download Speed for Public Computers	F21m) Typical Internet Upload Speed for Public Computers
MAPLEWOOD LIBRARY	50.1 Mbps - 100 Mbps	50.1 Mbps - 100 Mbps
MOUNDS VIEW LIBRARY	50.1 Mbps - 100 Mbps	100.1 Mbps - 500 Mbps
NEW BRIGHTON LIBRARY	50.1 Mbps - 100 Mbps	50.1 Mbps - 100 Mbps
NORTH ST PAUL LIBRARY	50.1 Mbps - 100 Mbps	50.1 Mbps - 100 Mbps

Wi-Fi Availability

Wi-Fi is a wireless networking technology that allows public Internet access using mobile devices. Pre-filled with the number of outlets that offer public access Wi-Fi service—Please review and update as needed. Wi-Fi is a wireless networking technology that allows public Internet access using mobile devices.

Wi-Fi Availability - Outlet

Location	F22m) Wi-Fi Available to Public
MAPLEWOOD LIBRARY	Yes
MOUNDS VIEW LIBRARY	Yes
NEW BRIGHTON LIBRARY	Yes
~~ROSEVILLE LIBRARY~~	~~Yes~~

Wi-Fi Availability Totals

F22)Number of outlets with Wi-Fi available to Public	7

Meeting Rooms

A meeting room is a separate space in a library building set aside for meetings. The library may or may not charge a fee for the use of the room.

Meeting Rooms - Outlet

Location	F23m) Meeting Room Available for Public Use
MAPLEWOOD LIBRARY	Yes
MOUNDS VIEW LIBRARY	Yes
NEW BRIGHTON LIBRARY	No
ROSEVILLE LIBRARY	Yes

Meeting Room Totals

F23)Number of Outlets with a Meeting Room	5

Non-Library Events

Non-Library Events - Outlet

Location	F24m) Non-Library Sponsored Events
MAPLEWOOD LIBRARY	241
MOUNDS VIEW LIBRARY	46
NEW BRIGHTON LIBRARY	0
NORTH ST PAUL LIBRARY	290

Non-Library Event Totals

F24)Non-Library Sponsored Events	861

POLICIES/PLANS

Libraries have written policies for service, collection, personnel and operations. Plans state the library's role, vision for the future, and services to be implemented or changed. Policies and plans set standards and guide staff members in making day-to-day decisions. The following are typical public library policies and plans. Enter the year, for example "2016", that your library most recently updated each policy or plan. Enter "NONE" if your library does not have a particular policy or plan.

D01)Strategic Plan	2018
D02)Disaster Plan	2017
D03)Policy Manual	2020
D04)Records Retention Schedule	2008
D05)Building Accessibility Plan	2008
D06)Technology Plan	2016
D07)Internet Acceptable Use Policy	2017

COMMUNITY ENGAGEMENT

Outreach Services

Report Yes if your library provides outreach services to organization types listed below. Outreach refers to library services provided to community groups or organizations or work with another agency to deliver services. Outreach may involve, but does not require, library staff visits to a location outside the library. If the pre-filled answer is incorrect, please correct.

Adult Basic Education	Yes
Adult Literacy Organization	Yes
Arts Organization	No
Correctional Facility	Yes
Cultural Communities	Yes
Disability Organization	Yes
Early Childhood Organization	Yes
Homeschool Organizations	No
School (K12)	Yes
Senior-Centered Organization	Yes
Social Services Organizations	Yes
Service to Homebound	Yes
Veterans Organization	No
Workforce Development	Yes
Youth Development Organization	No
Other	

Community Partnerships

Community engagement depends upon partnerships with diverse stakeholders from public and private spheres. The library establishes partnerships to enhance the library's capacity, impact and ability to address community needs such as homelessness, immigration, poverty, racial equity, public safety, economic development, public health, and environmental sustainability.

When two or more organizations create a partnership they can engage with one another to varying degrees. Partners communicate information by attending meetings, distributing promotional materials, setting up displays, making presentations, etc. in order to raise awareness of community needs. Partners provide mutual assistance in working toward a common goal by sponsoring activities or recruiting volunteers to address community needs. Partners work together to jointly develop and deliver a program or service by sharing staff, resources, and costs for the benefit of participants.

As partners, library staff members join community organizations and serve on boards, committees and work groups. They help design and implement programs in ways that engage community-members directly in the work of social change.

O12)Does this library partner with one or more community organizations or groups in order to address a community need?	Yes

Level of Engagement

If the library engages with multiple partners, select any or all of the degrees of engagement that the library has with any of its partners. Select Yes if the library engages with partners at this engagement level. Click on the data element code, e.g. O13a, to read the definition of that engagement level.

O13a)Communicative	Yes
O13b)Cooperative	Yes
O13c)Collaborative	Yes
O14)Does this library measure the impact on the community due to the partnership's efforts?	No

Volunteers

Volunteers are individuals who perform a service willingly and without pay. Volunteers can be any age but are usually 14 years of age or older. Volunteer tasks in the library include, but are not limited to, creating library displays, maintaining the condition of physical materials, assisting with annual book sales, making library customers' visits welcoming and successful, assisting with library programs, assisting customers with computer applications, and returning materials to library shelves. Do not include court-mandated community service or internships. You may use sampling to determine the number of volunteer hours.

Note: Please select "n.c." (not counted) if your library does not count the number of volunteers or volunteer hours. If your library does not track teen volunteers and hours separately, report the total number of volunteers and hours under the adult categories.

O15)Does this library have a volunteer program for individuals or groups to complete tasks willingly and without pay?	Yes

Volunteers--Outlet

Note: Please select "n.c." (not counted) if your library does not count the number of volunteers or volunteer hours. If your library does not track teen volunteers and hours separately, report the total number of volunteers and hours under the adult categories.

Location	O16m) Number of Teen Volunteers	O17m) Number of Adult Volunteers	O18m) Teen Volunteer Hours	O19m) Adult Volunteer Hours	O20) Total Volunteers	O21) Total Volunteer Hours
MAPLEWOOD LIBRARY	-1	100	-1	624	100	624
MOUNDS VIEW LIBRARY	-1	9	-1	60	9	60
NEW BRIGHTON LIBRARY	-1	18	-1	98	18	98
RANGBZINGHBANK/SHOREVIEW LIBRARY	01	855	01	7,329	855	7,329

BOARD, FOUNDATION, FRIENDS

Board of Trustees

I01)Does this library have a board of trustees?	Yes
I02)Are this library's trustees appointed or elected officials?	Appointed
I03)Is this library's Board of Trustees the advisory or governing authority?	Governing

Library Foundation

A foundation is a non-profit organization with funds managed by its own trustees that provide a stable source of income for a library through investments of the principle.

I04)Does This Library Have a Foundation?	No
I05)Foundation Name	

Friends Group

A Friends group is an organized group that supports a library through financial contributions for specific projects, volunteers and/or advocacy.

I06)Does this library have a Friends Group?	Yes
I07)Friends Group Name	Friends of the Ramsey County Libraries

Friends Group - Outlet

Location	I06m) Does this library have a Friends Group?	I07m) Friends Group Name
MAPLEWOOD LIBRARY	No	
MOUNDS VIEW LIBRARY	No	
NEW BRIGHTON LIBRARY	No	
~~RAMSEY COUNTY LIBRARY~~	**No**	

FINANCIAL DATA

This report collects detailed information on operating revenue and expenditures and capital revenue and expenditures. Financial information is categorized as direct, indirect and in-kind. Please report all operating revenue and expenditures in the first section, all capital revenue and expenditures in the following section, and in-kind contributions to the library in the last section. Reported revenue sources include but are not limited to state, federal, city and/or county governments. Round all entries to the nearest whole dollar. If there is no amount for any category, enter "0" zero.

Note: See Annual Operating Revenue Line Items to determine which data element to report specific financial information.

Operating Revenue

Report direct (funds received by your library) and indirect (expenses paid on behalf of your library) for operating purposes as operating revenue. Operating revenues pay for staff salaries/benefits, collections, building maintenance, some types of equipment, and other recurring costs needed to support the delivery of library services. Do not include revenue received for major capital expenditures, revenue passed through to another agency (e.g. fines), or funds unspent in the previous fiscal year (i.e. carryover).

Note: Funds transferred from one public library to another public library are only reported by one of the public libraries. Please contact State Library Services to determine if your library should report transferred funds.

Local Government Operating Revenue

Report all funds distributed by local government to the public library for operating expenses.

R01)Local Government Operating Revenue - City Direct	$0
R02)Local Government Operating Revenue - City Indirect	$0
R03)Local Government Operating Revenue - City Total	$0
R04)Local Government Operating Revenue - County Direct	$12,053,408
R05)Local Government Operating Revenue - County Indirect	$0
R06)Local Government Operating Revenue - County Total	$12,053,408
R07)Local Government Operating Revenue - Other Local Government Direct	$0
R08)Local Government Operating Revenue - Other Local Government Indirect	$0
R09)Local Government Operating Revenue - Other Local Government Total	$0
*R10)Total Local Government Operating Revenue	$12,053,408

State Government Operating Revenue

Report all funds distributed by state government to a public library for operating expenses. Include funds from sources such as penal fines, license fees, mineral rights, and funds from consolidated taxes authorized by state legislation (revenue may be from multiple sources). Do not include federal funds passed through a state agency, grant fiscal agent, regional public library system, or multicounty, multitype library system.

R11)State Government Operating Revenue - Arts & Cultural Heritage Fund	
R12)State Government Operating Revenue - Regional Library Basic System Support	$0
R13)State Government Operating Revenue - Regional Library Telecommunications Aid	$27,106
R14)State Government Operating Revenue - State Other	$15,997
*R15)Total State Government Operating Revenue	$43,103

Federal Government Operating Revenue

Report all funds distributed by the federal government to a public library for operating expenses. Include federal funds distributed by the state such as a Library Services and Technology Act (LSTA) grants.

Note: E-rate reimbursements and e-rate discounts are not federal funds. Report E-rate amounts in Other Operating Revenue.

R31)Did your library receive CARES funding in 2020?	Yes
R32)Federal Operating Revenue-Coronavirus Aid, Relief, and Economic Security (CARES) Act	$87,544
R16)Federal Operating Revenue-Federal Library Services & Technology Act	$4,462
R17)Federal Operating Revenue-Federal Direct	$40,658
R18)Federal Operating Revenue-Federal Indirect	$0
*R19)Total Federal Operating Revenue	$132,664

Regional System Operating Revenue

Report all funds distributed by the regional public library system to the public library for operating expenses.

R20)Other Operating Revenue - Regional System Direct	$214,160
R21)Other Operating Revenue - Regional System Indirect	$0
R22)Other Operating Revenue - Regional System Total	$214,160

Multicounty, Multitype Operating Revenue

Report all funds distributed by the multitype, multicounty library system to the public library for operating expenses.

R23)Other Operating Revenue - Multicounty, Multitype Direct	$0
R24)Other Operating Revenue - Multicounty, Multitype Indirect	$0
R25)Other Operating Revenue - Multicounty, Multitype Total	$0

Other Operating Revenue

Report all funds distributed by any source other than the city, county, state, and federal government as well as the regional public library and multitype, multicounty library systems to the public library for operating expenses.

R26)Other Operating Revenue - Other Direct	$348,443
R27)Other Operating Revenue - Other Indirect	$0
R28)Other Operating Revenue - Other Total	$348,443
R29)Total All Other Operating Revenue	$562,603

Total Operating Revenue

*R30)Total Operating Revenue	$12,791,778

Operating Expenditures

Operating expenditures are the costs of operating a library and providing library service on a day-to-day basis. Payments are made from direct revenue sources as well as indirect payments made on behalf of your library by other government agencies. Do not report estimated or in-kind payments.

Personnel Expenditures

Report the amount spent for library employees including salaries and benefits.

*E01)Salaries & Wages	$5,815,714
*E02)Employee Benefits	$2,141,480
*E03)Total Personnel Costs	$7,957,194

Collection Expenditures

Report the amount spent for each collection format. If your library does not track expenses by format, enter the total expenditures for print books, audio, video, and other materials in a physical format in E10) Collection Expenditures - Other Materials - Other Physical Materials.

Print Materials Expenditures

*E04)Collection Expenditures - Print Materials	$741,140

Electronic Materials and Collections Expenditures

E05)Collection Expenditures - Electronic Materials - Electronic Books	$227,367
E06)Collection Expenditures - Electronic Collections	$105,768
E07)Collection Expenditures - Other Electronic Materials	$7,565

Other Materials Expenditures

E09)Collection Expenditures - Other Materials - Audio & Visual Physical Materials	$188,468
E10)Collection Expenditures - Other Materials - Other Physical Materials	$23,262
*E11)Collection Expenditures - Other Materials	$211,730

Total Collection Expenditures

E16)Collection Expenditures - Physical Materials Total	$952,870
*E08)Collection Expenditures - Electronic Materials Total	$340,700
*E12)Total Collection Expenditures	$1,293,570

Other Operating Expenditures
Please include all expenditures not already reported as personnel or collection, such as expenses for supplies, repair or replacement of existing furnishings and equipment; and cost of computer hardware and software, broadband access, contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.

*E13)Other Operating Expenditures	$3,599,519

Total Operating Expenditures

*E14)Total Operating Expenditures	$12,850,283
E15)Expenditures are equal to or less than Income?	No

Capital Revenue

Report all revenue received for major capital expenses by source. Include funds received for construction projects (site acquisition, additions, renovations, new buildings); furnishings, equipment, and initial collections for new buildings, additions, or renovations; computer hardware and software; and vehicles. Do not include revenue received for replacement and repair of furnishings and equipment or investments for capital appreciation.

Note: Local accounting practices determine whether a specific item is a capital expense or an operating expense.

Local Government Capital Revenue

Report all funds distributed by a city, county or other government agency to the public library for capital expenses.

R31)Local Government Capital Revenue - City Direct	
R32)Local Government Capital Revenue - City Indirect	$0
R33)Local Government Capital Revenue - City Total	$0
R34)Local Government Capital Revenue - County Direct	$2,818,058
R35)Local Government Capital Revenue - County Indirect	$0
R36)Local Government Capital Revenue - County Total	$2,818,058
R37)Local Government Capital Revenue - Other Local Government Direct	$0
R38)Local Government Capital Revenue - Other Local Government Indirect	$0
R39)Local Government Capital Revenue - Other Local Government Total	$0
*R40)Total Local Government Capital Revenue	$2,818,058

State Government Capital Revenue

Report all funds distributed by the state to the public library for capital expenses.

R41)State Government Capital Revenue - Library Construction Grants	
R42)State Government Capital Revenue - State Other	
*R43)Total State Government Capital Revenue	

Federal Government Capital Revenue

Report all funds distributed by the federal government to the public library for capital expenses.

R44)Federal Government Capital Revenue - Federal Library Services & Technology Act	
R45)Federal Government Capital Revenue - Other Federal Direct	
R46)Federal Government Capital Revenue - Other Federal Indirect	
*R47)Total Federal Government Capital Revenue	

Regional System Capital Revenue

Report all funds distributed by a regional library system to the public library for capital expenses.

R48)Other Capital Revenue - Regional System Direct	
R49)Other Capital Revenue - Regional System Indirect	
R50)Other Capital Revenue - Regional System Total	

Other Capital Revenue

Report all funds distributed by an agency other than a city, county, state, federal agency, or regional library system to the public library for capital expenses. Other agencies might include foundations, businesses or private donors.

R54)Other Capital Revenue - Other Direct	
R55)Other Capital Revenue - Other Indirect	
R56)Other Capital Revenue - Other Total	

Total Capital Revenue

*R57)Total Regional System and Other Capital Revenue	
*R58)Total Capital Revenue	$2,818,058

Capital Expenditures

Report all expenses paid for major capital projects including construction projects (site acquisition, additions, renovations, new buildings); furnishings, equipment, initial collections for new buildings, additions and renovations; computer hardware and software; and vehicles. Do not include expenses for replacement and repair of furnishings and equipment or investments for capital appreciation.

*EC01)Total Capital Expenditures	$2,919,525

In-Kind Contributions

In-kind revenue is payment given in the form of goods or services rather than money. In-kind contributions include services or the value of any non-monetary gifts and donations. Examples are the value of volunteer hours, donated materials, when a grantor paid a program presenter directly, an artist donated a work of art, a book collector gave the library a set of books, or a library received coupons from a local business offering free merchandise or discounts for library reading program participants. Estimate the monetary value based on what the actual cost would be.

In-Kind Operating Contributions

R59)In-Kind Operating Contributions - City	
R60)In-Kind Operating Contributions - County	
R61)In-Kind Operating Contributions - All Other	
R62)Total In-Kind Operating Contributions	

In-Kind Contributions by Expenditure Area

Report the value of in-kind contributions for the following operating expenses. Estimate the monetary value based on what the actual cost would be.

EKA01)Personnel	
EKA02)Collection	
EKA03)All Other Operating Expenditures	
EKA04)Total In-Kind Operating Contributions	

In-Kind Capital Contributions

Report the estimated value of in-kind contributions for capital expenses by the source. Estimate the monetary value based on what the actual cost would be.

R63)In-Kind Capital Contributions - City	
R64)In-Kind Capital Contributions - County	
R65)In-Kind Capital Contributions - All Other	
R66)Total In-Kind Capital Contributions	

Deprecated -

Deprecated - Phone

Deprecated - Foundation Information

If answer to I04 is "Yes", provide the name of the Foundation.

Deprecated - Friends Group Information

If answer to I06 is "Yes", provide the name of the Friends Group.

Deprecated - Friends Group Name

If answer to I06m is "Yes", provide the name of the Friends Group.

[1], *P01) Verified correct. Edit check suggests large charge, but change actually quite small.(*0-2021-03-12*)

[2], *H12m) Central office with zero public service hrs.(*0-2021-03-12*)

Request for Library Board Action

Meeting Date	Action Requested	Presented By
March 17, 2021	**Receive Update and Provide Feedback**	**Karen Saltis, Interim Library Director**

SUBJECT:
Conduct Policy Update

BACKGROUND:
Jolie Wood, Policy Analyst in the County Manager's Office, will update the Library Board on the Ramsey County Conduct Policy currently being developed for all County facilities. Wood will review the timeline of the policy development, information gathering process, discussions with staff, and next steps.

BOARD ACTION REQUESTED:
Receive update and provide feedback.

Request for Library Board Action

Meeting Date	Action Requested	Presented By
March 17, 2021	**Approve Agreement**	**Chuck Wettergren, Digital Services Manager**

SUBJECT:

Maintenance Agreement for Automated Materials Handling Equipment

BACKGROUND:

Ramsey County Library has automated materials handling (AMH) equipment at its three regional libraries located in Roseville, Maplewood and Shoreview. The AMH systems streamline the processing of returned materials by checking items in and pre-sorting them, significantly reducing the amount of staff time spent managing returns. To protect the Library's investment in this technology, a service agreement is maintained. Because AMH technology is unique, maintenance is purchased directly from the manufacturer, Tech Logic Corp., through a Full Service Agreement. The current maintenance agreement expires March 31, 2021.

Ramsey County Library recommends approval of the five-year agreement offered by Tech Logic Corp. to take advantage of multi-year discounts providing maintenance through 2026. The five-year Full Service Agreement cost is $76,985.00 per year, and includes labor for mechanical repair, discounted parts, preventative maintenance visits, and software support. Savings under the combined agreement total more than $20,000.00 over five years compared to the existing maintenance agreement. In addition, the new agreement now covers normal-wear parts including bearings, chains, conveyor belts and roller bands.

For any potential costs due to changes initiated by the Library for software upgrades, network changes and parts or repairs not covered under the terms of the maintenance agreement, Ramsey County Procurement has included an additional $50,000.00 over the life of the contract, bringing the maximum not-to-exceed total to $434,925.00 for the five-year term.

The Ramsey County Attorney's Office and Ramsey County Procurement are working with Library staff and Tech Logic to finalize the Full Service Agreement renewal.

BOARD ACTION REQUESTED:

Approve the AMH Full Service Agreement with Tech Logic Corp. of Oakdale, MN for a five (5) year term at a cost of $76,985.00 per year, with a maximum not-to-exceed cost of $434,925.00 over the life of the contract, and authorize the Library Director to sign the Agreement subject to the approval of Ramsey County Procurement and the Ramsey County Attorney's Office.

_____ **Request for Library Board Action** _____

Request for Library Board Action

Meeting Date **March 17, 2021**	**Action Requested** **Information and Discussion**	**Presented By** **Karen Saltis,** **Interim Library Director**

SUBJECT:
2022-2023 Budget Timeline and Overview

BACKGROUND:
On February 25, 2021, the Ramsey County Manager kicked off the 2022-2023 budget process by asking Service Teams to develop budget proposals that focus on sustaining countywide strategic initiatives that support countywide goals; bring to scale initiatives and programs that build stronger communities; build on what we've learned as an organization in the past two years and during the pandemic; foster collaboration within and across service teams; tether and make progress on performance measures; demonstrate innovation, creativity, or efficiency; and better align budget to actuals.

The Library will work with the Economic Growth and Community Investments (EGCI) service team, Finance, and County Manager to produce a full budget based on the 2021 adjusted levy and service team targets for 2022 and 2023.

Budget Process Timeline:
Budget system opens to department staff: March 11, 2021

Library Board approves 2022-2023 budgets: April 21, 2021

Completed budget forms due to Finance Department: April 23, 2021

Service Team presentations to County Manager: May 10-21, 2021

Budget 101 Town Hall Meetings: May 24-June 13, 2021

County Manager sets proposed budget: late June, 2021

County Manager presents proposed budget to County Board: August 24, 2021

Service Team presentations to County Board: September 1-13, 2021

County Board certifies 2022 maximum property tax levy: September 21, 2021

Truth in Taxation hearing: November 29, 2021

County Board adopts 2022-2023 budgets and 2022 property tax levy: December 14, 2021

Request for Library Board Action

Meeting Date March 17, 2021	**Action Requested** Information and Discussion	**Presented By** Board Members

SUBJECT:

Task Force Update

BACKGROUND:

At this meeting, Ramsey County Library Board Trustees will review the Task Force report shared at last month's meeting, and discuss the outline and goals for the upcoming joint meeting with the Ramsey County Board of Commissioners, scheduled for April 21, 2021.

BOARD ACTION REQUESTED:

For information and discussion.

Library Workgroup Summary Report, 2021

Workgroup Purpose

This workgroup was convened following the EGCI Service Team Committee of the Whole county board workshop on October 13, 2020, where Library Board and County Board members committed to furthering deeper and open conversations about working more collaboratively with one another to serve our residents and advance our shared vision, values and goals. It was tasked with providing a set of recommendations for improving collaboration, coordination and communication between the Library Board and Ramsey County Board. The members of the workgroup met to discuss what's working well and identify symptoms of key issues that need addressing, conduct a root cause analysis and provide recommendations for solution development.

Library Workgroup Members

Workgroup co-chairs: Gwen Willems, Library Board vice chair; Trista Matascastillo, Ramsey County commissioner

Members: Marisol Chiclana-Ayala, Library Board trustee; Mary Jo McGuire, Ramsey County commissioner; Steve Woods, Library Board trustee; Nicole Frethem, Ramsey County commissioner

Convenings

The workgroup met four times between the months of December 2020 and February 2021.

- Meeting 1 (December 21, 2020): Introduction, history and level setting
- Meeting 2 (January 15, 2021): Identifying key issue areas and observed symptoms
- Meeting 3 (January 29, 2021): Conducting a root cause analysis
- Meeting 4 (February 12, 2021): Solution development and documenting recommendations

Summary of Conversations

What has been working well:

- Strong dedication to serving residents with highly engaged trustees and community.
- Community trusts the Ramsey County libraries as safe spaces where all are welcome.
- Uplifting racial equity and accessibility.
- Strong library programming.
- Relationship between the Library Board and Ramsey County Board-keeping commissioners informed via liaison role.

Opportunities for improvement:

Key Issue Areas	Examples of Observed Symptoms
Communication	• Lack of clarity on the county's communication structure and information flow back/forth. • Lack of awareness of county strategic priorities (i.e. TARP). • Unclear on service team and administrative/organizational structure.
Roles and Responsibilities (policies and practices, etc.)	• Unclear who crafts, approves and implements what (type) policies and procedures and at what level; confusion about who makes what decisions and when; unclear policy development process and feedback loop. • Conflicting policies, strategies and practices (building closures, etc.). • Unclear what the responsibilities of the Library Director, the Library Board liaison and the EGCI deputy county manager are in communication, hiring, performance appraisal, etc.

Identified Root Causes and Recommended Solutions

Root Cause 1: Unclear or undefined roles and responsibilities (governance, information flow, decision-making, implementation) that effectively engages and recognizes the authorities of the Library Board. Roles and responsibilities (and chain of command) need to be clearly defined, specific and explicitly written/documented. It should include the roles of the Library Board, County Board Liaison, Library Director, Deputy County Manager and County Board.

- o *Symptoms this addresses:* Conflicting policies, strategies and practices; confusion about who makes what decisions and when.

Recommended solutions	Persons responsible for implementation

1. Identify and adapt how decisions are made (macro and micro level) and where conflicting or overlapping roles and decision-making processes occur, while recognizing the unique governing structure of the Ramsey County Library.
 	
  a. Update and share the CLB roles and responsibilities table to better define roles and ensure it aligns with the existing county structure.
 	
  b. Have county staff review policy decision-making processes and ensure departments have enough time to review and provide input on upcoming policies within a reasonable timeline. When feasible the process should be iterative.
 	
  c. Ensure the library director is informed of policy developments/updates (when applicable to the Ramsey County Library) and offered an opportunity to opt-in to those conversations. The library director should communicate updates with the Library Board.
	A: LB will draft updates and share with CB and DCM for input.
	
	A: RCAO will review the final draft of the revised rules and responsibilities table and recommend best approach to memorialize process.
	
	B: County staff work on clarifying policy decision processes.
	
	C: DCM will ensure library director is included in policy discussions.

2. Collaboratively create a description for the county board liaison + deputy county manager (DCM) role.	DCM, liaison, library director and LB chair or designee.
3. Integrate HR (for internal services) and DCM more in the hiring process.	LB trustees.

Root Cause #2: Poor two-way and ongoing/consistent communication practices. We need to establish a clear two-way communication structure and mechanisms that supports effective information flow and relationship building.

- o *Symptoms this addresses:* Misunderstandings that can be prevented; lack of adequate resources and consultation that support the Library Board in carrying out its responsibilities; lack of shared awareness of countywide strategic direction, structure and rollout of policies; lack of clarity on who does what.

Recommended solutions	Persons responsible for implementation
1. Ensure strong, periodic communication between the DCM, library director and chair of the Library Board.	DCM takes lead with involvement from all.
2. Ensure frequent check-ins and communication between the DCM, library director and county board (executive level).	DCM takes lead with involvement from all.

Request for Library Board Action

Meeting Date	Action Requested	Presented By
March 17, 2021	**Information and Discussion**	**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.

The chart showing the standard department head hiring steps and timeline in Ramsey County has been modified to feature the Library Board of Trustees' role in the process. 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.

BOARD ACTION REQUESTED:
For information and discussion.

Library Director Hiring Steps and Timeline

The Ramsey County Library Board of Trustees has a primary role in hiring the Library Director. The Board of Trustees leads the hiring process, outlined below, which integrates the Deputy County Manager and Human Resources staff.

This outline reflects the standard department head hiring process, which takes a minimum of 3 months. Dates are tentative, as the County Commissioners Chair asked Trustees not to begin a hiring process until future roles and responsibilities are finalized and we able to hire our future Library Director into a new and clearly defined governance model.

As agreed in the joint task force, integrated county staff roles are indicated below. The Service Team Deputy County Manager coordinates logistics in the hiring process so that Trustees receive support as needed from an HR specialist and/or racial equity specialist from HR.

TRUSTEE ROLE	COUNTY STAFF ACTIVITY	ESTIMATED TIME
1. Reach agreement with Commissioners to proceed with hiring	Deputy County Manager (DCM) approval to fill position obtained.	**April** 2 weeks
2. At least one trustee reviews and helps improve the job description.	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.	**By April board mtg** 2 weeks to 1 month
3.	HR specialist: Job posting language written.	**April board mtg** 1 day
4. Trustee(s) advise on places to advertise the position in addition to the county's usual venues.	Determine and advise HR where the position should be advertised, in addition to standard county notifications	**April board mtg** 1 day
5. Identify Trustees (2) to participate in interviews in order to coordinate dates with interview team	HR specialist: Identify application review and interview dates; determine and secure 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.
6.	HR specialist: 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	**May**
7. Trustee helps review the top tier and chooses applicants for the first interviews.	HR specialist: Review applications to assess minimum qualifications are met and send letter to applicants not meeting minimum qualifications	Ongoing after posting

8. Trustee(s) advise on interview questions.	Equity specialist: Draft 1st and 2nd interview questions for review	**May board mtg** 1 to 2 weeks
9.	HR specialist: Send applications to application review team; 1 large batch a few days before the application review and ongoing as new applications come in	**June**
10. Trustee helps review the top tier and chooses applicants for the first interviews.	HR specialist & Equity specialist: 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.	**June**
11. Two trustees participate in the first set of interviews	HR specialist: Schedule 1st round interviews with candidates; (perhaps six candidates), along with • MELSA rep • community member, • HR equity specialist • DCM • County Dept directors (1-2?)	**By mid-June** 1 or 2 days
12.	HR specialist: Send interview confirmation and information email to candidates	1 or 2 days
13.	HR specialist: Forward 1st round candidate applications and relevant information on process to interviewers	1 day. Sent to interviewers one week in advance.
14. Two trustees participate in the first set of interviews	First round interviews w/ interview team	2 days
15. With interview team, Identify candidates to move on to second round interviews	HR specialist: notify candidates to move on to second round interviews	On day 2 of the round 1 interviews
16. All trustees participate in the second round of interviews	HR specialist: Schedule second interviews; (perhaps three candidates), along with the dep. co. mngr. and someone from HR.	2 days
17.	HR specialist: Send interview confirmation and information email to second interview candidates	1 day

18.	HR specialist: Send 2nd round interview candidate applications and relevant information to interviewers	1 day
19. All trustees participate in the second round of interviews; Identify the preferred candidates	Conduct second round interviews; Identify the preferred candidates	**By mid-July** 1 day
20.	HR specialist: Check references; varies depending on the number of preferred candidates and availability of their references	Up to 3 days
21. Determine the final candidate	County Manager & HR: Review & discuss final candidate(s) with Trustees	**July Board mtg** varies
22.	HR: Make conditional offer of employment	1 day
23.	HR specialist: Send the candidate information for completing background check	1 day
24.	HR specialist: Complete background check information	1 day
25.	HR specialist: Confirm employment offer after background check complete & identify start date	1 day
26.	HR specialist: Notify all candidates who did not receive an offer (at any stage other than minimum qualifications)	2 days
27. Review & Authorize employment letter and any other relevant information to the candidate	HR specialist: Review & Send employment letter and any other relevant information to the candidate	**Aug Board mtg**
28. Trustee(s) work with county communications to finalize news release and choose places to send it.	HR specialist: Provide information to Ramsey County Communications for drafting press release	1 day
29.	HR specialist: Coordinate press release and notification timing with the successful candidate and DCM	1 day
30.	Cascade communication through the internal and external notification process	1 day

Ramsey County Library in the news:

2/18: Star Tribune   Twin Cities Libraries to Consolidate Digital Offerings in a single app
https://www.startribune.com/twin-cities-libraries-to-consolidate-digital-offerings-in-a-single-app/600024740/

Facebook:

Ramsey County Library
Published by CoSchedule App [?] · February 14 · 🌐

Happening this week! The Friends of the Ramsey County Libraries silent auction opens on Feb. 18 and goes through Feb. 25. Learn more: rclfriends.org/events/auction

Thank you for your continued support.

FRIENDS ONLINE AUCTION 2021
Hats Off to the Library!

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

669
People Reached

33
Engagements

Boost Post

👍 Alana Grey, Helane Judith and 7 others

Ramsey County Library
Published by CoSchedule App [?] · February 21 · 🌐

Join us for a series of Thai cooking session with local Thai cook Mattana Intakong via Zoom. She will lead a series of classes that will focus on the staple ingredient rice noodles. Register today: bit.ly/3q8O3ZC

1,646
People Reached

193
Engagements

Boost Post

👍❤️ Brett Engle, Bonnie Bassett and 31 others   2 Comments 5 Shares

👍 Like   💬 Comment   ➤ Share

Oldest ▼

Sarah Underhill Such an awesome idea!
Like · Reply · Message · 2w

Lindsay Hill This sounds so fun! I got on the wait list
Like · Reply · Message · 2w

Ramsey County Library
Published by CoSchedule App [?] · February 18 · 🌐

Ramsey County Library wants to publish your writing about 2020! We invite you to reflect on your experiences in essays, creative nonfiction, short stories or poetry. Learn more: http://bit.ly/ThisWas2020

Call for Submissions: This Was 2020

Ramsey County Library is looking for your stories, essays and poems. Submit your writing for publication in a book about 2020.

Submission Deadline: April 15, 2021.

Learn more: rclreads.org   RAMSEY COUNTY Library

Ramsey County Library
Library

Learn More

3,560
People Reached

268
Engagements

Boost Again

Boosted on Mar 5, 2021   Finishes on Apr 15
By Pa Na Lor

People Reached **1.2K**   Link Clicks **36**

View Results

👍 Richard Hedrick, Denise D. Peterson and 17 others   1 Comment 32 Shares

👍 Like   💬 Comment   ➤ Share

Oldest

Jami Nickele Isabella Aase John Aase Katy Hamilton Jessica Pollard Hannah Meinke In case anyone is interested.
Like · Reply · Message · 6d   👍 1

Isabella Aase Jessica Pollard if you don't submit to this I will be so sad!
Like · Reply · Message · 6d   👍 1

Ramsey County Library
Published by CoSchedule App [?] · February 23 · 🌐

Today, RCL's downloadable collection will transition over to Libby. cloudLibrary access will start to diminish and eventually end. Download Libby today:

Google Play: play.google.com/store/apps/details...
App store: apps.apple.com/us/app/libby-by-overdrive/id1076402606

Libby

The one-tap reading app!

- Shared Collection
- All-In-One App
- Kindle Compatibility

GET IT ON Google Play
Download on the App Store

RCLREADS.ORG

Changes Are Coming to the Downloadable Collection

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

1,439 People Reached	**142** Engagements	Boost Post

👍 Meijie CG, Sheri McGrath and 6 others   3 Comments 2 Shares

👍 Like   💬 Comment   ↪ Share

Oldest ▾

Jeanne Tanamachi When does Libby go live for Ramsey County Library?
Like · Reply · Message · 2w · Edited

> ✎ Author
> **Ramsey County Library** Jeanne Tanamachi Hi Jeanne, During the transition, there is a slight delay and it could take up to 24 hours to populate Libby. Please note, Ramsey County Library is a member of the Metropolitan Library Service Agency (MELSA)). You will find Ramsey County Library listed under "MELSA: Twin Cities Metro eLibrary" when using Libby.
> Like · Reply · Commented on by Pa Na Lor [?] · 2w · Edited 👍 1
>
> Reply as Ramsey County Library   😊 📷 GIF 🙂

Melissa Cole Grape No advance notice to users of Cloud Library. Was reading a book this afternoon and now it's gone. Have to wait 3 weeks for it on the new app. Worse, my 11 year old was reading a book for school and now that's gone and he has to wait. Poorly publicized, zero transition period, extremely disappointed in RCL.
Like · Reply · Message · 2w 👍 1

> **Brent Swisher** I knew about it, for what it's worth. It's been on their Facebook and the website. Sorry that you missed it, but they did try!
> Like · Reply · Message · 2w

> ✎ Author
> **Ramsey County Library** Jeanne Tanamachi Hi Jeanne, During the transition, there is a slight delay and it could take up to 24 hours to populate Libby. Please note, Ramsey County Library is a member of the Metropolitan Library Service Agency (MELSA)). You will find Ramsey County Library listed under "MELSA: Twin Cities Metro eLibrary" when using Libby.
> Like · Reply · Commented on by Pa Na Lor [?] · 2w · Edited 👍 1
>
> Reply as Ramsey County Library   😊 📷 GIF 🙂

Melissa Cole Grape No advance notice to users of Cloud Library. Was reading a book this afternoon and now it's gone. Have to wait 3 weeks for it on the new app. Worse, my 11 year old was reading a book for school and now that's gone and he has to wait. Poorly publicized, zero transition period, extremely disappointed in RCL.
Like · Reply · Message · 2w 👍 1

> **Brent Swisher** I knew about it, for what it's worth. It's been on their Facebook and the website. Sorry that you missed it, but they did try!
> Like · Reply · Message · 2w
>
> ✎ Author
> **Ramsey County Library** Melissa Cole Grape Hi Melissa, I'm so sorry to hear that you missed the advance notices. For the past month, alerts were on cloudLibrary, Facebook, Twitter, the library and county websites, and in our printed and electronic newsletters. Please let us know if there is a better way to reach our patrons. We are always looking for ways to improve.
> Like · Reply · Commented on by Pa Na Lor [?] · 2w 👍 1
>
> **Melissa Cole Grape** Ramsey County Library thank you for your response. In talking with my book club, 4 out of 5 of us were unaware and lost books. Since I use Cloud Library, I'm not on the RCL site very often. Apparently there was a notification on CL and I missed it. No... See More
> Like · Reply · Message · 2w
>
> ✎ Author
> **Ramsey County Library** Melissa Cole Grape Thank you for the suggestion. We will talk to Digital Services to determine mass email possibilities. You can also subscribe to our e-newsletters: ://ramseycounty.us/your.../open-government/email-updates
>
> > **RAMSEYCOUNTY.US**
> > ## Email Updates | Ramsey County
>
> Like · Reply · Remove Preview · Commented on by Pa Na Lor [?] · 2w
>
> **Melissa Cole Grape** Thank you, I will!
> Like · Reply · Message · 2w

Mary Valentine Jetter Ramsey County Library I didn't get anything on cloud library and I don't follow the library on FB or usually go to the library's web site. As Melissa stated below, an email would have been helpful.
Like · Reply · Message · 2w

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

Learn about colors and shapes and more with STEM kits. Browse today: bit.ly/32thdYM

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

669
People Reached

39
Engagements

[Boost Post]

👍 Anita Faltesek, Jodi Nagle Lorence and 12 others

Ramsey County Library
Published by CoSchedule App [?] · March 1 · 🌐

It is important for youth of all ages to learn to navigate differences, and build skills in allyship and advocacy. Join Ashley Oolman of Allied Folk as she discuss parenting with an anti-racism focus in this two part parenting class. Register today: bit.ly/3bOx491

2,319
People Reached

222
Engagements

[Boost Post]

👍❤️ Deb Lunde Muleski, Kaija Bergen and 5 others   1 Comment 11 Shares

👍 Like   💬 Comment   ↪ Share

Oldest ▼

Keiko Satomi Can I share to the local people here, too?
Like · Reply · Message · 1w

> **Author**
> **Ramsey County Library** Keiko Satomi Hi Keiko, this program is appropriate for all families and anyone can sign up.
> Like · Reply · 1w

Ramsey County Library was live.
March 8 at 10:20 AM · 🌐

Join us for Lalo's Lunchbox!

631
People Reached

149
Engagements

[Boost Post]

👍❤️😆 9   62 Comments 5 Shares

Abby Day · 0:00
OVEN!!!
Like · Reply · Message · 3d

Abby Day · 0:00
LONG NAME!!!
Like · Reply · Message · 3d

Abby Day · 0:00
SPLIT UP!!!
Like · Reply · Message · 3d

Ann Wahlstrom · 0:00
Apple
Like · Reply · Message · 3d

Ann Wahlstrom · 3:16
Tacos
Like · Reply · Message · 3d

Jodie Holl · 2:31
Do you have other live streams we can watch? I MISS LIVE SHOWS!!
Like · Reply · Message · 3d   👍 1
↳ 1 Reply

Jodie Holl · 0:00
fridge
Like · Reply · Message · 3d

Jodie Holl · 5:31
Helping my mom. 👍 1
Like · Reply · Message · 3d

Jodie Holl · 2:49
sushi
Like · Reply · Message · 3d

Jodie Holl · 0:00
spatula

Twitter:

Ramsey County Library Friends @RCLFriends · Feb 18
Our Online Auction is NOW OPEN! Visit the auction website to view items and start bidding:

Friends2021.givesmart.com

Have fun shopping while you support Ramsey County Library! Proceeds will be used to add to the @rclreads lending collection.

FRIENDS
OF THE
COUNTY L

RCL Friends Auction
Help Friends of the Ramsey County Libraries spread the word about Friends Online Auction 2021!
🔗 e.givesmart.com

💬   ⟲ 1   ❤ 1   ⬆

Indie Author Project @IndieAuthorProj · Feb 19
Great interview with the first ever #MinnesotaAuthorProject Communities Create winner, @DrArtikaTyner of @PPGJLeadership!

#MinnesotaLibrariesLead #MNwritesMNreads #WeNeedDiverseBooks #IndieAuthorProject

@MELSA_Minnesota @MNlibraries @rclreads @MinitexMN @BiblioBoard

IBPA @ibpa · Feb 19
. @DrArtikaTyner, founder of Planting People Growing Justice Press and Bookstore, shares how much it means to her to have their book, "Justice Makes a Difference," win an award in the Minnesota Author Project competition! buff.ly/2NcWRzl #indiepub

Friendship Academy Of The Arts
A NATIONAL BLUE RIBBON SCHOOL
EXCELLENCE
JUSTICE
Learning

💬 1   ⟲ 3   ❤ 7   ⬆

T. G. Polachek @TomsBrightIdeas · Feb 22
@rclreads looking forward to the new e-reader app as the Cloud Library has many glitches that would forget where I left off. Nice to see the ability to borrow magazines.

💬   ⟲   ♡   ⬆

MNHD66B_GOP @HD66BGOP · Feb 24
Missing the days when you could go to @stpaullibrary or @rclreads and read current magazines? With the new e-reader Libby by Overdrive you can borrow a magazine and read it wherever you are. Free with a library card

💬   ⟲   ♡   ⬆

RamseyCountyLibrary @rclreads · Feb 20
Reminder: On February 23, RCL's downloadable collection will be transitioning over to Libby. cloudLibrary access will start to diminish and eventually end. Download Libby today:

Google Play: play.google.com/store/apps/det...
App store: apps.apple.com/us/app/libby-b...

Libby

Changes Are Coming to the Downloadable Collecti...
Changes are coming soon to Ramsey County Library's (RCL) downloadable collection. On Februa...
🔗 rclreads.org

💬 1   ⟲ 1   ♡   ⬆   ⬚

Libby O'Connell @Lakelibby
Replying to @rclreads and @RamseyCounty

Does that mean that we'll share books with all the Melsa members-making easier or harder to get popular items? Also, will the audiobook selection be the same or larger?

6:41 PM · Feb 22, 2021 · Twitter for iPhone

💬   ⟲   ♡   ⬆

Tweet your reply   **Reply**

RamseyCountyLibrary @rclreads · Feb 22
Replying to @Lakelibby and @RamseyCounty
Hi Libby,
You will have access to the RCL collection as well as a shared collection from other Twin Cities metro libraries. Also, you'll be able to place requests on shared titles that other MELSA libraries own regardless of whether they are currently in use or not.

Michelle @shellyskis
Replying to @rclreads

did this "go live"? I'm searching the Melsa library in the Libby app, but i'm only seeing audiobooks and physical books, no eBooks yet. and i read ebooks :)

4:19 PM · Feb 23, 2021 · Twitter Web App

💬   ⟲   ♡   ⬆

Tweet your reply   **Reply**

RamseyCountyLibrary @rclreads · Feb 24
Replying to @shellyskis
Hi Michelle,
During the transition, there is a slight delay and it could take up to 24 hours to populate Libby. Please note, RCL is a member of the Metropolitan Library Service Agency (MELSA). You will find Ramsey County Library listed under "MELSA: Twin Cities Metro eLibrary."

💬 1   ⟲   ♡   ⬆   ⬚

Michelle @shellyskis · Feb 25
I figured it out!

💬   ⟲   ♡   ⬆

St. Paul City GOP @STPCityGOP · Feb 23
@USCCA the @rclreads is moving to a different e-reader Called Libby by Overdrive. What's neat is you can borrow magazines. They carry your magazine Concealed Carry and the other day this admin borrowed an issue. It's free if you have a library card.

💬   ⟲   ♡ 1   ⬆

Shannon Gibney @GibneyShannon · Mar 8

Call for Submissions:
This Was 2020

Ramsey County Library is looking for your stories, essays and poems. Submit your writing for publication in a book about 2020.

Submission Deadline: April 15, 2021.

This Was 2

You

💬 1   🔁 1   ❤️ 1   ⬆️

Connie Archbold Robinson Malloy @ConnieConnects

Replying to @GibneyShannon and @rclreads

I still feel like I'm in #2020 part 2 😂 #toosoon, though I can't wait to read what #writers come of this! #writersblock #writing #COVID19 #muse
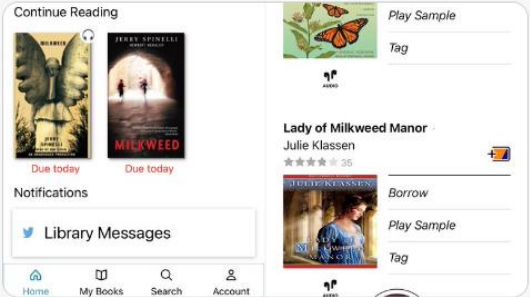
7:07 PM · Mar 8, 2021 · Twitter for iPhone

1 Like

💬   🔁   ♡   ⬆️

Hazel Stone @MzFreeze · Mar 10

So disappointed in the combination of all the metro libraries into MELSA. We have lost so much e-content. Here is one example of what I had out prior to the transition. Cont'd...
@stpaullibrary
@dakotalib
@rclreads
@hclib
@WashCoLib

Continue Reading 🎧   Play Sample   Tag

Due today   Due today   🦋 AUDIO

Lady of Milkweed Manor
Julie Klassen
★★★☆☆ 35

Notifications   Borrow

🐦 Library Messages   Play Sample   Tag

🏠 Home   📖 My Books   🔍 Search   👤 Account   🦋 AUDIO

💬 1   🔁   ♡   ⬆️

Show this thread

Jenna Race
@Mrs_Meowmerz

@rclreads My friend wants to get a library card but she wasn't sure how during the pandemic. I'm pretty sure the branches are all closed. Can you please advise?

Thanks in advance 🥰

5:31 PM · Mar 10, 2021 from White Bear Lake, MN · Twitter for Android

💬   🔁   ♡   ⬆️

🚩 Tweet your reply   **Reply**

🚩 **RamseyCountyLibrary** @rclreads · 5h
Replying to @Mrs_Meowmerz
Hi Jenna,
A Library account providing instant access to electronic resources may be obtained by calling 651-724-6001. For more modified services:

📄 Modified Services
Modified Library Services Ramsey County is committed to providing efficient, effective and ...
🔗 rclreads.org

Google:

Ramsey County Library - Maplewood
3025 Southlawn Dr, Maplewood, MN

4.3 ★★★★½ 57 reviews ⓘ   ✏️ Write a rev   Sort by: Newes

All   kids 8   cafe 5   computers 5   movies 4   +4

J **Joan Fallin**
54 reviews · 19 photos   ⋮
★★★★☆ a week ago
I would like to see the library open up and don't say because if covid we all know it ,the numbers are down and people getting the vaccines . So I don't see any excuses not to open up to the public the workers just have to clean the computer s , they didn't before and they needed it too. You just need more time on the computer s. And the people that answers the phone to set up the time to come in for the computer s they act like they don't even want to work to talk to you