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## Minutes of the Ramsey County Library Board May 19, 2021

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**LIBRARY TRUSTEES PRESENT:**

Deb Berry, Claire Chang, Marisol Chiclana-Ayala, Sida Ly-Xiong, Gwen Willems

**LIBRARY TRUSTEES ABSENT:**

Sylvia Neblett, Steve Woods

**STAFF PRESENT:**

Karen Saltis, Interim Library Director; Pang Yang, Deputy Director; Mary Larson, Library Board Coordinator; Carol Jackson, Library Manager; Jeff Eide, Senior Library Manager; Carrie Lyons, Library Manager

**OTHERS PRESENT:**

Victoria Reinhardt, Ramsey County Commissioner and Liaison to the Library Board of Trustees; Elizabeth Tolzmann, Ramsey County Director of Policy & Planning; Deanna Pesik, Ramsey County Chief Compliance and Ethics Officer

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**CALL TO ORDER:**

Ly-Xiong called the virtual meeting to order at 6:35 p.m. via Zoom video conference.

**PUBLIC COMMENT:**

No public comment.

**APPROVAL OF AGENDA:**

Chiclana-Ayala made a motion to approve the agenda for May 19, 2021, as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

**APPROVAL OF MINUTES:**

Chiclana-Ayala made a motion to approve the minutes of April 21, 2021 as presented. Willems seconded the motion, which was approved unanimously via roll call vote.

**DIRECTOR'S REPORT:**

**Service Delivery Redesign:** All Ramsey County Library locations are now offering expanded services, which includes browsing. A small staff group is focusing on when and how we can add additional services safely. Those services include study and conference room use as well as future in person programming. More information will follow as these plans unfold.

Saltis noted that the mask mandate was recently updated by the County Commissioners, allowing staff to remove masks in their offices and workstations, but continue the requirement to wear them in staff common areas and public spaces.

**Mobile Vaccination Clinic at Ramsey County Library-North St. Paul:** In partnership with the Minnesota Department of Health and the City of North St. Paul, RCL-NS is pleased to report that a Mobile Vaccination Clinic is being offered on May 17<sup>th</sup> and May 18<sup>th</sup>. The clinic has been advertised heavily through the city and on Ramsey County's vaccine finder page, the Ramsey County Library website, and through social media. We're proud to partner in this very important community event.

**IT Consolidation Update:** The Library IT Consolidation project reached a significant milestone May 6<sup>th</sup>. All Ramsey County Library staff workstations have been updated and moved into the Ramsey County network. The Library's Digital Services staff and the Department of Information Services staff are presently working through some minor outstanding issues related to unique configuration requirements.

There is still a good deal of work to do to reach full consolidation, with the next step being phone system integration. That will happen on May 25<sup>th</sup>. Once complete, the library phones will be updated and provide seamless integration with other Ramsey County departments.

The Library's public network and computing will remain in place for the near future. Discussions are taking place around public computing support across all departments and how that support aligns with the Residents First initiative.

**Staff news:** See two examples below of gratitude for work at the Library.

*Hi Everyone,  
There was a Facebook compliment I would like to pass along to everyone. Karla writes:*

*"Hello Library! We are excited to be able to visit again. But we have to say a GIANT THANK YOU for the services provided throughout the pandemic. We actually used the library MORE. As a family we'd peruse the online catalog and loved to go and pick up our selections. We appreciate your creativity to keep it going and all of your hard work. Thank you."*

*Thank you both for all of your hard work in creating and putting together the RMD kits for outreach! They are very much appreciated and certainly making a difference in our communities!*

#### **FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:**

##### **Library Giving Day**

The Friends joined library advocates around the country in April on #LibraryGivingDay to celebrate public libraries and raise funds for RCL Summer Learning Program materials and programs. Thanks to our generous 2021 Partners and Library Giving Day contributors, the Friends have raised \$9,500 of our \$38,000 Summer Learning Program grant commitment for the year so far.

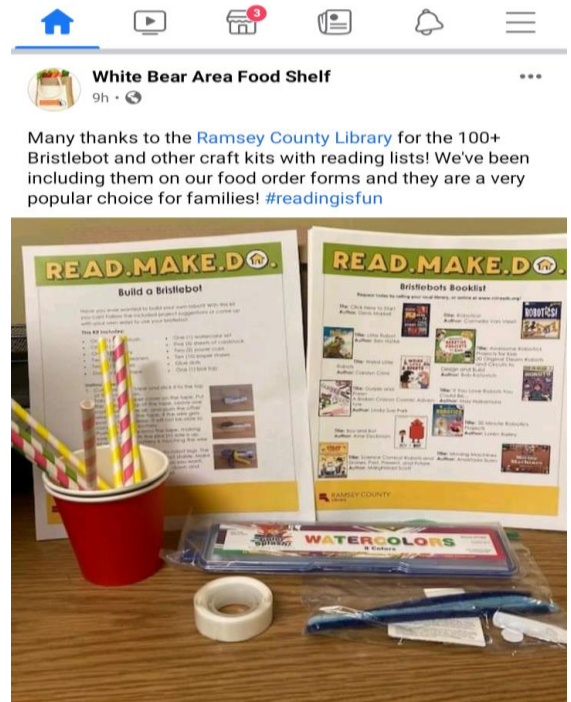
##### **Praise from parents for RCL's Summer Learning Program**

*"While being largely homebound since March, my kids have participated in summer reading programs from home through the gift of a book each and they have engaged in at-home creative activities. The library's value to us is incalculable and while I don't often pause to reflect, I just wanted you to know how grateful we are for you all."*

*"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."*

##### **Virtual Used Bookstore Now Open at RCL-Roseville**

Our Virtual Used Bookstore is now open for business in two locations! Books of many genres, videos, games, music CDs and audiobooks are available to browse, order online and pick up "grab and go" style at the Ramsey County Library in Roseville in addition to RCL-Shoreview. Items available vary by location and must be picked up at the location where they are in stock. Patrons placing orders of \$25 or more on a single day may request pickup of their entire order at either Roseville or Shoreview. Learn more & start shopping: <https://rclfriends.org/buy-books/virtual-bookstore/>.



### **New Partnership Program in 2021**

Organizations, businesses, individuals, and families are invited to become 2021 Partners. A gift of \$500 or more to support Ramsey County Library will receive recognition and perks throughout the year.

### **2021 FIRST 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
- Statistical Report – prepared by Jeff Eide, Senior Library Manager
- Incident Report – prepared by Mickey Ladich, Property Manager

Following discussion on each of the reports, the Library Board accepted the first quarter reports as presented.

### **KANOPY VIDEO STREAMING CONTRACT:**

In February 2020, the Library Board authorized staff to pursue procurement and contracting with a video streaming provider. Following that meeting, Ramsey County Library closed to walk-in services on March 17, 2020, due to the COVID-19 pandemic. Ramsey County Procurement approved an emergency procurement request for a one-year subscription to Kanopy, based on the pandemic and the County-wide efforts to provide as many remote services as possible in order to serve the residents of Ramsey County while maintaining social distance protocols.

Subscription Details for the first year of the contract included:

- One year subscription for \$40,000.
- Contract allowed simultaneous access for library patrons.
- Patrons are issued 10 credits per month, with a flat fee deducted from the contract amount for each use.
- There is no penalty for exceeding the deposit amount.
- Any unused funds rollover to the next contract year.

At the end of the first year of the Kanopy contract, Ramsey County Library had a credit balance of approximately \$12,000 to roll over to another subscription. Based on this credit and other criteria including the diverse content, public performance rights, and continuity of service benefits, Ramsey County Procurement has authorized Ramsey County Library to enter into a single source contract with Kanopy for up to five (5) years, with annual subscription payments and a termination clause that allows the Library to cancel the contract with 30 days notice. Terms would remain the same, with the first year subscription cost of \$42,000 less carryover credits.

Following a discussion on the first year usage statistics, patron satisfaction, the procurement process, and the Library's collections budget, Willems made a motion to authorize the Library Director to contract with Kanopy for a five-year video streaming subscription. Contract shall be payable in annual subscription payments less carryover credits, at a total cost for five (5) years not to exceed \$300,000, and shall include a 30-day termination clause. First year subscription cost to be \$42,000 less carryover credits from the 2020 contract. Subject to approval by Ramsey County Procurement. Chiclana-Ayala seconded the motion, which was approved unanimously via roll call vote. The Trustees asked staff to update the Library Board next year on usage statistics and patron satisfaction with the streaming service.

### **FIRST QUARTER FINANCIAL REPORT:**

Library Trustees received an overview of the first quarter financial report.

Chang made a motion to accept the first quarter financial report as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

**RAMSEY COUNTY POLICY DISCUSSION:**

Elizabeth Tolzmann, Director of Policy and Planning, and Deanna Pesik, Chief Compliance & Ethics Officer, shared a PowerPoint presentation to outline the process of how countywide policies are created, reviewed, communicated, implemented, and enforced.

The Ramsey County Board of Commissioners is responsible for establishing strategic direction for the county, creating policies and adopting a biennial budget. They approve the vision, mission and goals but not the strategic plan; and policies that impact visitors but not staff operations.

In 2015, Ramsey County reorganized into four service teams, with the Library falling into the Economic Growth and Community Investment (EGCI) team. Tolzmann and Pesik are part of the Executive Team, which reports directly to the County Manager along with the four Deputy County Managers who lead the service teams. The Policy and Planning team provides support for countywide strategic alignment, leads the County's strategic planning process, and supports development and review of departmental and countywide policies. The Compliance and Ethics office ensures that policies, procedures, and guidelines are clearly communicated and enforced at all levels of the organization.

Ramsey County's Administrative Policy Manual has 122 policies. Examples of recent and upcoming policies with countywide impact being reviewed include:

- Racial Equity Policy
- Naming Policy
- Face Mask Policy
- Conduct in Countywide Property Policy
- Community Engagement, Gift Card and Advance Payment Policy
- Flexible Work Policy

The Library Board Trustees discussed the review process, and how affected departments and key stakeholders are identified and engaged. The Trustees also questioned whether departments can have separate policies, or be given exceptions within County policies. The need for ongoing communication during the policy updating process was stressed, to ensure that impacted departments are notified of changes and feedback from stakeholders is incorporated.

**TASK FORCE UPDATE:**

The Library Board Trustees discussed the next step in approving the Roles & Responsibilities chart, which is a facilitated meeting with County staff and a Ramsey County attorney. The meeting has not been scheduled yet pending selection of a facilitator and availability of the participants. The Trustees expressed concern at the slow process and its impact on the Director Search process.

**2022/2023 BUDGET APPROVAL:**

Ramsey County Library's proposed 2022-2023 budget was submitted on May 6, 2021. Departments were directed to submit a budget meeting the base plus budget target provided by the Ramsey County Core Budget Team, which is based on the 2021 adjusted levy, and include a narrative outlining additional budget needs in the overview.

The Library's proposed budget was approved at the April meeting, and included the following factors to meet the budget target:

- Align with historic spending;
- Reduce collections budget by amount previously supported by fund balance;
- Include revenue from anticipated reimbursements for telecommunications costs;
- Utilize grant funds to cover annual maintenance costs for Library technology and software;

- Permanently eliminate adult fines;
- Reduce staffing costs after community engagement process to achieve remainder of budget reduction target.

After the April Library Board of Trustees meeting, EGCI departments were directed to reduce 2023 budget targets across the service team, with the Library's additional cut being \$59,941. This reduction was added to the reduced staffing costs amount for 2023.

The budget hearing for the EGCI Service Team will be held on Wednesday, May 26, with the Library scheduled to present its budget at 1:00 p.m. The Library Director will have the opportunity to outline the major changes in the budget proposal, and the need for additional levy funding. Budget town hall meetings have also been scheduled for staff to provide information on the budget process.

#### **FUTURE LIBRARY BOARD MEETINGS:**

Since March 2020, Ramsey County Library Board of Trustees meetings have been held remotely due to the COVID-19 pandemic, and in accordance with the declared state and local emergencies. On Thursday, May 6, Governor Walz signed HF820, ensuring counties can conduct their open meetings remotely until July 1, 2021. In addition to the Governor's order, the declared state and/or local emergencies would need to be lifted before onsite meetings must resume. Ramsey County is tentatively planning on a return to workspaces for County staff after Labor Day.

At the January meeting, the Library Board of Trustees approved a meeting schedule for 2021 that included reserved meeting locations in case onsite meetings resume at some this year. However, the Community Program rooms at some Library locations are currently being utilized for other purposes. RCL-Maplewood is the site of a Workforce Solutions Career Lab, and RCL-Shoreview is hosting socially distanced computing stations in its Community Program Room.

As an alternative to the approved schedule, Library staff is proposing that the Community Program Room at Roseville be reserved for any onsite meetings of the Library Board if the peacetime emergency declaration is lifted during the second half of 2021. It is the largest, most centrally located meeting location, and would be available since public usage of Library meeting spaces has not yet resumed.

The Library Board Trustees noted the importance of keeping connected to all the Ramsey County Library locations via the rotating meeting schedule, and urged a return to different meeting sites as safely and logistically possible.

**NEXT MEETING** – June 16, 2021, 6:30 p.m.

#### **ADJOURNMENT:**

Ly-Xiong adjourned the meeting at 8:30 p.m.

Respectfully Submitted,

Mary Larson  
Library Board of Trustees Coordinator