

**Ramsey County Library  
Board of Trustees Meeting  
October 20, 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/92269880649?pwd=UHJHRG1BZml4a3JKckJLS1dKTllxUT09>  
 Phone: 651-372-8299; Meeting ID: 922 6988 0649; Passcode: 474463

*Pursuant to Minnesota Statutes Section 13D.021, the Chair of the Ramsey County Library Board of Trustees has determined that an in-person meeting is not practical or prudent because of the COVID-19 pandemic and the prevalence of the Delta variant. Trustees will participate by telephone or other electronic means. In addition, it may not be feasible for trustees, staff, or members of the public to be present at the regular meeting location due to the COVID-19 pandemic and the prevalence of the Delta variant. The meeting broadcast will be available online. Members of the public and the media will be able to watch the public meeting live online.*

- I. Call to Order (6:30)**
- II. Public Comment (6:30-6:35)**
- III. Approval of Agenda & Minutes (6:35-6:40)**
  - A. October 20, 2021 Agenda (1)
  - B. September 15, 2021 Minutes (2)
- IV. Reports (6:40-6:50)**
  - A. Director's Report (3)
  - B. Friends of the Ramsey County Libraries Report (4)
- V. Discussion Items (6:50-8:30)**
  - A. Ramsey County EGCI Finance & Accounting Update (5)
  - B. Shoreview Branch Update (6)
  - C. Task Force Update (7)
  - D. Library Director Hiring Process (8)
  - E. Maplewood Renovation Update (9)
  - F. Strategic Planning Update (10)
- VI. Adjournment (8:30)**

#### Scheduled Upcoming Meetings

<b>November 17, 2021</b> 6:30 p.m.	Virtual	Benchmarking Report Self Checkout Machines Contract Award Write-Off Uncollectible Debt Strategic Planning Update Maplewood Renovation Update Maplewood Branch Update
<b>December 15, 2021</b> 6:30 p.m.	Virtual	2022 Holiday Calendar Strategic Planning Update Maplewood Renovation Update New Brighton Branch- Update
<b>January 19, 2021</b> 6:30 p.m.	Virtual	Annual Meeting Friends Annual Gift Acceptance Adult Programming Overview Racial Equity Report Strategic Planning Update Maplewood Renovation Update

#### Library Board of Trustees

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

#### Ramsey County Board Liaison

Commissioner Victoria Reinhardt

#### Interim Library Director

Karen Saltis

#### Administrative Office

4560 North Victoria St.  
Shoreview, MN 55126  
Phone: (651) 486-2200  
[www.rclreads.org](http://www.rclreads.org)

## Minutes of the Ramsey County Library Board September 15, 2021

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**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; Pang Yang, Deputy Director; Mary Larson, Library Board Coordinator; Chuck Wettergren, Digital Services Manager; Monica Stratton, Maplewood Library Manager; Carol Jackson, Shoreview Library Manager; Carrie Watts, Roseville Library Manager; Fay Cushman, Roseville Library Circulation Supervisor; Meg Robertson, New Brighton Library Manager

**OTHERS PRESENT:**

Victoria Reinhardt, Ramsey County Commissioner and Liaison to the Library Board of Trustees; Mary Worley, Friends of the Ramsey County Libraries Executive Director; Lynn Belgea, Friends of the Ramsey County Libraries

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**CALL TO ORDER:**

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

**PUBLIC COMMENT:**

The Library Board trustees received written comments from Les Sipkema, Shoreview resident.

**APPROVAL OF AGENDA:**

Willems made a motion to approve the agenda for September 15, 2021, as presented. Neblett seconded the motion, which was approved unanimously via roll call vote.

**APPROVAL OF MINUTES:**

Neblett made a motion to approve the minutes of August 18, 2021 as presented. Chiclana-Ayala seconded the motion, which was approved unanimously via roll call vote.

**DIRECTOR'S REPORT:**

In addition to her written report, Saltis noted that the Library's budget hearing with the County Board was held on September 13, 2021. The hearing can be viewed via the Ramsey County website. George Hardgrove and Tony Lutgen from the EGCI Finance Team will attend the October meeting to discuss the finance consolidation. The Ramsey County Service Center is moving into the former Dunn Bros. Coffee location at Roseville on October 4. The RFP for new self-checkout equipment was released today and will come to the Library Board for contract approval at a future meeting.

**New Staff:** Four Community Technology Empowerment Project (CTEP) staff started on Tuesday, September 7<sup>th</sup>. Ramsey County Library (RCL) is also hosting two Right Track Plus interns. This career pathway internship program focuses on serving young adults impacted by the pandemic. Right Track Plus interns (ages 18-24) will be completing a 15-week paid internship. Right Track Plus is a partnership between Ramsey County and the City of St. Paul and is funded by the American Rescue Plan Act. RCL is pleased to be able to provide a rich work experience for these young people.

**All Staff In-Service Day, Monday, October 18<sup>th</sup>, 2021:** All Library buildings will be closed for the staff in-service day. Plans are being developed to accommodate a partially virtual program whereby staff will be physically present at one of the three regional libraries and linked virtually. Part of the session will connect all staff through technology and part will provide in person onsite activities. A focus will be placed on valuing staff and attending to their well-being.

**Correctional Facility Work:** Staff is working collaboratively with Community Corrections to offer temporary library cards and reference help using software with a chat function to residents of the correctional facilities. They are also working to provide a seamless transition when these individuals are released from incarceration. Access to resources makes a big impact on the lives of these individuals and showcases how truly valuable libraries are to *all* community members.

**Staff News/Kudos:** Sharing recent praise from patrons regarding wonderful work happening within our RCL system!

*The praise below relates to a Legacy children's program.*

**Sent:** Friday, August 13, 2021 11:49 AM

**To:** Wahlstrom, Ann <[Ann.Wahlstrom@co.ramsey.mn.us](mailto:Ann.Wahlstrom@co.ramsey.mn.us)>

**Subject:** Re: Creative Pastels: School of Fish - Legacy Survey

Hi Ann,

I left a review but also wanted to reach out and say a huge thank you for this wonderful course. My son absolutely loved it and I am amazed at how great of a job he did! His drawing turned out great!! We are so lucky to have access to so many great resources through the library.

Thanks again!

*The positive email below showcases work of a couple branches. These remarks are representative of those given to other branches within our system.*

**Sent:** Wednesday, August 25, 2021 8:41 AM

**To:** District 2 Commissioner Mary Jo McGuire <[District2@CO.RAMSEY.MN.US](mailto:District2@CO.RAMSEY.MN.US)>

**Cc:** Saltis, Karen A <[Karen.A.Saltis@CO.RAMSEY.MN.US](mailto:Karen.A.Saltis@CO.RAMSEY.MN.US)>

**Subject:** appreciation for Ramsey County Libraries

Commissioner McGuire and Ms. Saltis –

Good morning! I wanted to pass along my family's gratitude for the Ramsey County Library system. Our kids have always enjoyed going to the library and the COVID-19 pandemic only increased our appreciation. In short, the library has been a life-saver for our family during this difficult time. The ability to pick up books from Roseville during the stay-at-home period, and then later our local library in New Brighton, was key to keeping our four kids ranging in age from 4 to 11 entertained and learning. We used many of the free "Read, Make, Do" kits, grab bags, etc. the list goes on. I remain so impressed with the staff, programming, availability of books, and how successfully the staff pivoted to meet challenges during the pandemic.

A special shout out to the staff of our local library in New Brighton – they've made a difficult time easier to get through.

#### **Countywide/Service Team Updates:**

1. 2022/2023 Budget Presentations to the Ramsey County Board of Commissioners wrapped up on Tuesday, September 14<sup>th</sup>. Members of the Ramsey County Library Management Team, Library Board Trustees, and Friends of the Ramsey County Library were invited to view the Library presentation live on Monday, September 13<sup>th</sup>. A link is provided here to additional information [2022-23 Budget Information & Schedule](#).
2. As part of the 2022/2023 Economic Growth and Community Investment (EGCI) Service Team Budget, a consolidated Finance and Accounting Division is being created. George Hardgrove, EGCI Controller, and Tony Lutgen, Accountant IV, will be invited to the October Library Board meeting to discuss the benefits of this change and the effect it has on RCL and other EGCI departments. Stay tuned for more info.
3. Work on preparing the former Café space within the RCL-Roseville to serve as a Ramsey County Service Center is nearing completion. Service Center staff are expected to move out of the atrium and into their new location by the end of September. Branch, property management, and service center leadership have been working collaboratively to ensure a smooth transition.

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

### **Welcome Mary Worley!**

We are delighted to welcome our new Friends Executive Director, Mary Flynn Worley! Mary comes to the Friends with a strong background and proven track record in non-profit development and leadership. She is a strategic thinker with a successful performance history raising support for a variety of non-profits. The Friends team is excited that Mary will bring her wealth of experience, gifted leadership, enthusiasm (and passion for reading!) to support the Ramsey County Library!

### **Plans are in the works for our November Author Talk:**

Don't miss this chance to connect with Friends Board Members and hear from author Nancy Pearl on November 10! Zoom opens with Welcome Session starting at 6:10 pm, Program from 6:30-7:30 pm.

Members of the Friends of the Ramsey County Libraries' Board will be providing updates from the organization and announcing the winner of the inaugural Ruth Palmer Award, then we'll hear from guest speaker Nancy Pearl.

About the author: Bestselling author, librarian, literary critic, and devoted reader Nancy Pearl regularly speaks about the importance and pleasure of reading at libraries and other groups around the world. She can be heard on NPR's *Morning Edition* and KWGS-FM in Tulsa, Oklahoma, discussing her favorite books and making book recommendations. Her monthly television show on the Seattle Channel, *Book Lust with Nancy Pearl*, features interviews with authors, poets, and other literary figures. Nancy even has her own action figure – the Archee McPhee Librarian Action Figure was modeled after her!

Proceeds support Ramsey County Library's programming for adults, children and teens.

### **RESOLUTION REGARDING THE RETIREMENT OF LYNNETTE POUND:**

Neblett made a motion to approve the Resolution Regarding the Retirement of Lynnette Pound, and to authorize the Library Board Chair to sign the document. Chiclana-Ayala seconded the motion, which was approved unanimously via roll call vote.

### **FUTURE LIBRARY BOARD OF TRUSTEES MEETINGS:**

On September 10, 2021, Ramsey County shared updated guidance regarding formal meetings of boards and committees. Previous direction from July 2021 provided that formal advisory body meetings were to be conducted in-person. However, due to the Delta variant and substantial increase in transmissions, there have been questions surrounding how formal advisory body meetings should continue to be conducted while spread remains at the CDC level of substantial or high. This change in guidance reflects the evolving nature of the ongoing pandemic and requires boards and committees to be flexible, nimble, and adaptable while prioritizing the health, safety and well-being of residents and staff in Ramsey County.

Ultimately, it is in the best interests of each committee or board to make the best decision to protect the health, safety and well-being of their membership based on the most up to date and accurate public health information provided. Each formal advisory body chair and their members should make the decision if their meetings will be held virtually, or in-person based on applicable Ramsey County policies and/or requirements. While transmission rates are in the substantial or high CDC category (**Ramsey County is currently designated as "high"**), Ramsey County is encouraging staff and residents to meet virtually if possible due to the ongoing COVID-19 pandemic. The advisory body's final decision should be communicated back with the county staff coordinator and the deputy county manager for awareness. The County Board has moved to a virtual meeting setting during this period, as well, to demonstrate leadership in balancing public health safety with business needs.

***If the advisory body chooses to meet in-person, the advisory body must adhere to the following requirements established by Saint-Paul Ramsey County Public Health, Property Management and Human Resources:***

- Adhere to meeting and conference room capacity. Please follow county policy and posted signage and do not exceed recommended room capacities.
- Ramsey County staff and visitors must wear face covering when in public or shared indoor county spaces per the mask policy.
- Social distancing (6 feet apart) when in building, workspaces and outdoors when meeting per the mask policy.
- Public or outside organizations use of county meeting rooms is not allowed at this time.
- The Countywide COVID Preparedness Plan has also been updated for reference.

The Library Board trustees discussed whether to decide on virtual or in-person meetings on a month-to-month basis based on the County Board's actions, or to plan on virtual meetings through the end of 2021. Commissioner Reinhardt noted that Ramsey County's flexible workplace policy for employees will be implemented November 1. Saltis indicated that the County Attorney's Office will advise when to return to in-person meetings to comply with Minnesota Open Meeting Law.

Neblett made a motion to hold virtual Library Board meetings for the remainder of 2021 unless otherwise advised. Chiclana-Ayala seconded the motion, which was passed by majority roll call vote, with Woods dissenting.

#### **ROSEVILLE BRANCH UPDATE:**

Carrie Lyons, Library Manager, and Fay Cushman, Circulation Supervisor, were present to give the Library Board an overview of the Ramsey County Library in Roseville. Lyons noted that the Roseville staff have been incredible leaders during the last 1.5 years, receiving many public kudos for their services and embracing the challenge of providing service during the pandemic.

#### **Trends in the Service Area:**

- Roseville Area Schools, Independent School District 623, approved a masking requirement for the start of the 2021/2022 school year.
- Roseville Area Schools' student ethnicity: 43% white, 20% Asian, 16% Black, 14% Hispanic, 7% Multiracial, 1% American Indian.
- Roughly ¼ of jobs in Roseville are in the retail and food & accommodation industries, and those sectors have seen the greatest job losses in the past year, although retail has been able to recover more quickly than food & accommodation once restrictions were eased in the fall.
- Roseville has an unemployment rate of 4.1%. The US average is 6.0%.
- Roseville has seen the job market increase by 1.8% over the last year.

#### **Library Issues and Service Trends:**

- Business continues to increase. The Roseville Library is currently averaging approximately 325 visitors per day and circulating more than 2,200 items per day.
- Dunn Bros. briefly opened for drive thru and then walk-in service but closed shortly after due to financial difficulties.

#### **Library Services and Events:**

- The library is incrementally moving toward in-person teen and adult programming.
- Roseville began offering weekly e-reader and tech help labs this week. Circulation of E-resources is currently 24% of all transactions, about 50% higher than in a typical year. Roseville Children's Librarians will be offering some outdoor programming in the Reading Garden in September and October. This is the first in-person children's programming since March of 2020. With the exception of Paws to Read, indoor children's programs will remain virtual for the time being.

#### **What is special and important about the library:**

- Roseville staff displayed exceptional initiative and fortitude every step of the way during the past year and a half; they helped develop and implement curbside delivery service, public computing by appointment, grab-and-go, and Express Service.
- Two Roseville staff were redeployed to other positions during the pandemic. Librarian Jenna Emmans was offered -- and accepted -- a temporary assignment working with the Ramsey County COVID19 Incident team on food security. Kaylee Hockbein-Bryse was redeployed as a County Navigator for over a year. Both are back working at Roseville.
- Roseville Library served as a polling location for about a quarter of the year in 2020.
- Faram Kamdar donated \$4,000, in honor of her last husband Andre, to purchase a log cabin structure for the Children's Reading Garden.

The trustees and Commissioner Reinhardt thanked Lyons and Cushman for the hard work of the Roseville staff during the pandemic.

#### **BUDGET HEARING UPDATE:**

Commissioner Reinhardt noted that the Library's budget presentation on September 13 was very well done, and that the budget addenda will include funding to maintain the current days of service at all locations.

#### **TASK FORCE UPDATE:**

Ly-Xiong reported that the next facilitated meeting with Ramsey County management will take place on October 1.

#### **MAPLEWOOD RENOVATION UPDATE:**

Pang Yang, Deputy Director, reported that Ramsey County Property Management is leading the Maplewood renovation project. The Request for Proposals was issued July 14, 2021, with proposals due on August 19, 2021. Monica Stratton, Maplewood Library Manager, has been part of the team reviewing the proposals. Interviews with the top-ranked design-build teams will take place during the next week, with the design phase scheduled to begin in October. Woods and Neblett will represent the Library Board on the project team once the vendor is selected.

The Library Board trustees questioned how the use of minority owned contractors and subcontractors will be tracked. Commissioner Reinhardt noted that Ramsey County construction contracts require documentation for targeted vendors and also for prevailing wage requirements. In response to Library Board questions about the parking lot and grounds, Stratton noted that the project does not include any upgrades to the exterior but may be included in the budget for the Maplewood Service Center in the vacant coffee shop space.

#### **STRATEGIC PLANNING UPDATE:**

Yang reviewed the draft Statement of Work she created to outline the upcoming strategic planning process. The Library Board trustees discussed the budget for the process, which includes Ramsey County Community Engagement grant funds. Stakeholders were reviewed, as well as the Library Board's involvement and adoption of the finalized strategic plan. Comments on the draft Statement of Work should be sent to Saltis by September 24, and the solicitation will go out to the master contract list of vendors in early October.

**NEXT MEETING** –October 20, 2021, 6:30 p.m., online via Zoom communication software.

#### **ADJOURNMENT:**

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

Respectfully Submitted,  
Mary Larson  
Library Board of Trustees Coordinator

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**DIRECTOR'S REPORT****October 2021**

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**September Staff Updates:**

Hired: **Pa Lor**, Library Page at RCL-Maplewood  
**Aaron Young**, CTEP\* at RCL-Shoreview  
**Kristi Phillips**, CTEP in Digital Services  
**Leah Sheeler**, CTEP at RCL-Maplewood

Retired: **Lynnette Pound**, Clerk Typist at RCL-Shoreview

Resigned: **Allyson Ososki**, Library Page at RCL-New Brighton and Technical Services

\*CTEP (Community Technology Empowerment Project)

**2020 Highlights:** At the July Library Board meeting, the Communications Team attended to give an overview of their work. As an outcome of your comments and input during that meeting, a “2020 highlights” document has been created that summarizes some of the excellent work that was done in the Library last year. A copy of this document has been included in your board materials.

**IT Consolidation:** Work has begun on updating infrastructure that supports public computing. A major step includes migrating public computers at each branch onto new network equipment managed through Information Services. The libraries in Mounds View, New Brighton, North St. Paul, and White Bear Lake have been migrated. The remaining three regional locations will be done over the next 4-8 weeks. Planning has also begun to replace and consolidate staff printers and copiers. This project will support a smaller number of centrally located, high-end multifunctional devices. Staff will use badges to release their print jobs, improving security and eliminating the worry print jobs will get lost!

**Technology Update: Self-Check Station Request for Proposals (RFP):** Ramsey County Library (RCL) has published an RFP for updated self-check stations. Solicitation responses were due October 14, 2021. Some of the features/enhancements RCL is looking to provide:

- Turnkey support (hardware and software)
- Chip and PIN credit card readers
- Improved accessibility
- Larger touch-screen monitors
- Customizable banners/content
- Patron account access
- Email receipts
- Offline circulation
- Multiple language options

**Administrative Assistant Hiring:** The process has begun to hire the administrative assistant to support the Library Board, Director, Deputy Director, Management Team, and entire Library department. This hiring fills the gap created when the current Administrative Assistant was promoted to a supervisory position within the newly formed Economic Growth & Community Investment Finance and Accounting Division.

**Staff News/Kudos:** Librarian Paul Lai recently shared that the project *This was 2020: Minnesotans Write About Pandemics and Social Justice in a Historic Year* won the Minnesota Author Project’s award in the Communities Create category and was announced recently at the Minnesota Library Association conference (see [blog post announcement](#)). A big thank you to Paul for bringing this idea forward and navigating the details!



## Countywide Updates:

1. ***Talent Attraction Retention and Promotion (TARP)***; Update on Theme 4: Modernize job classification structure and compensation plans. The following information was taken from the county's internal news article.

Ramsey County's new job classification structure is now available for staff to preview through the county's data portal, Open Ramsey County. The structure was designed in partnership with Gallagher Benefit Services and is anticipated to be implemented throughout 2022.

The interactive tool shows how the new structure organizes classifications into job families and series. The tool is intended to provide employees, supervisors, and labor representatives the opportunity to explore the structure and better understand how it functions. It also provides greater transparency to the development of the new classification system.

Currently, the tool shows the following information: job family, series, classification specification and classification level. It does not yet show classification specification descriptions or salary ranges.

### ***Next steps***

Human Resources is working with department heads in October on a final review of classification specification descriptions and employee placement. **Employees should expect to learn where they'll be placed in the new structure later this fall.**

Salary ranges and placements in the range are anticipated to be shared in 2022. The county's phased transition to the new structure is not expected to begin until 2022 and will include negotiating collective bargaining agreements for our represented employees.

2. The Service Delivery Senior Advisory Council and Operations Advisory Council continue to meet on a regular basis. The Senior Advisory Council has created a blueprint for ongoing work which includes understanding the Residents First vision, exploring the Enterprise Services objective, describing key elements of the work, and determining strategies to achieve the vision. These include people, partners, process, platforms, and performance metrics.

The Operations Advisory Council has established a Services subcommittee and a Partnership subcommittee to do focused work. The Services subcommittee has gone through evaluating available services from the departments of Workforce Solutions and Financial Assistance Services and is now turning to Social Services. Meanwhile, the Partnership team has established relationships with Neighborhood House and Health Partners. Additionally, county navigators have gone along on key outreach activities which were booked by Library Outreach staff. Additional work by this team has focused on processes around staffing the Downtown Service Center. Lastly, the Service Center at Roseville has moved from the library atrium into the former Dunn Brothers space. This change took place on October 4th.

3. Ramsey County is implementing a COVID-19 staff vaccination mandate effective November 1<sup>st</sup>, 2021. Those staff choosing not to be vaccinated must test regularly. Final details of the implementation plan are expected to be shared with all staff on Monday, October 18<sup>th</sup>.





# Ramsey County Library by the Numbers

2020 saw unprecedented challenges due to the COVID-19 pandemic. While our buildings were closed to the public, the Library offered a range of services through modified procedures:

## New Initiatives

Curbside Pickup

Computer by Appointment

Home Delivery

Virtual Book Clubs

Virtual MakerTeen

Maker Kits

Read.Make.Do. Kits

Virtual Storytimes

Grab Bags



1,270 virtual  
& in-person.

## Programs & Events

Programs by  
audience:

- ★ 517 Adult
- ★ 447 Children's
- ★ 306 Teens



68,116  
participants.

## Participation

Attendees by  
audience:

- ★ 52,262 Children
- ★ 13,468 Adult
- ★ 2,386 Teens



Learn, discover  
& explore.

## Library Materials

Top 3 by audience:

- ★ 708,000 Adult
- ★ 533,000 Youth
- ★ 51,800 Young  
Adult



1.2 million items  
checked out.

## Systemwide Circulation

Top 3 by format:

- ★ 911,012 Books
- ★ 378,632 E-books
- ★ 241,179 Movies



Library website  
visits up 79%.

## 21st Century Library

Web, Computers  
& Wi-Fi:

- ★ 6.4M Web Visits
- ★ 127,816 Hours
- ★ 151,396 Wi-Fi  
Users

## **Ramsey County Library Board Update October 2021**

### **Join us for an exclusive Virtual Author Talk with Nancy Pearl – November 10, 2021**

Nancy is a best-selling author, librarian, and literary critic, but first and foremost, she is a reader and has spent her life promoting reading as one of the most beneficial and joyful experiences anyone can have. We are fortunate to have a panel of our talented librarians, Andrea Hermanson, Ann Wahlstrom, and Carol Jackson lead the conversation. Zoom opening remarks will begin at 6:10 pm and the formal program will start at 6:30 pm. Registration information can be found on our website- [rclfriends.org](http://rclfriends.org)

### **Shoreview Book Sale December 4, 2021**

Our Shoreview Bookstore volunteer team are in the early stages of planning a one day book sale at the Shoreview Library on Saturday December 4<sup>th</sup>— more details to follow.

### **Friends Used Bookstore and Book Carts Are All Open**

We are accepting gently used donations of books and media at our Roseville and Maplewood locations only.

### **Friends Online Auction February 17-24, 2022**

Save the dates to have fun shopping while you help us add new items to the Ramsey County Library lending collection. The Friends Online Auction will feature items such as dining and sightseeing experiences, artwork, autographed books, food and wine, sports, travel, and themed gift baskets. Watch for additional information in coming months.

## Request for Library Board Action

Meeting Date  
October 20, 2021

Action Requested  
Information & Discussion

Presented By  
Ramsey County  
EGCI Staff

**SUBJECT:**

Ramsey County EGCI Finance & Accounting Update

**BACKGROUND:**

George Hardgrove, EGCI Controller, Maggie Dreon, EGCI Planning Manager, and Tony Lutgen, EGCI Accounting Manager, will be present to update the Library Board of Trustees on the creation of the Finance & Accounting Division. A copy of their presentation is attached.

**BOARD ACTION REQUESTED:**

For information and discussion.

# Share Service Delivery: Finance & Accounting Consolidation

October 2021

# Agenda

- Why this change was needed
- What is changing
- Opportunities for the Ramsey County Libraries as a result of the change
- Questions

# Overall Direction for Consolidation

- Jan 2021 – Decision made by DCM to proceed with change
  - The Charge was for EGCI to implement a Finance and Accounting Division of the EGCI Office under the leadership of the Controller
    - The future organization would be matrixed:
      - F&A staff have a solid reporting line to the EGCI controller
      - Accounting Managers will have F&A functions but also specific dotted line reporting relationships to the departments



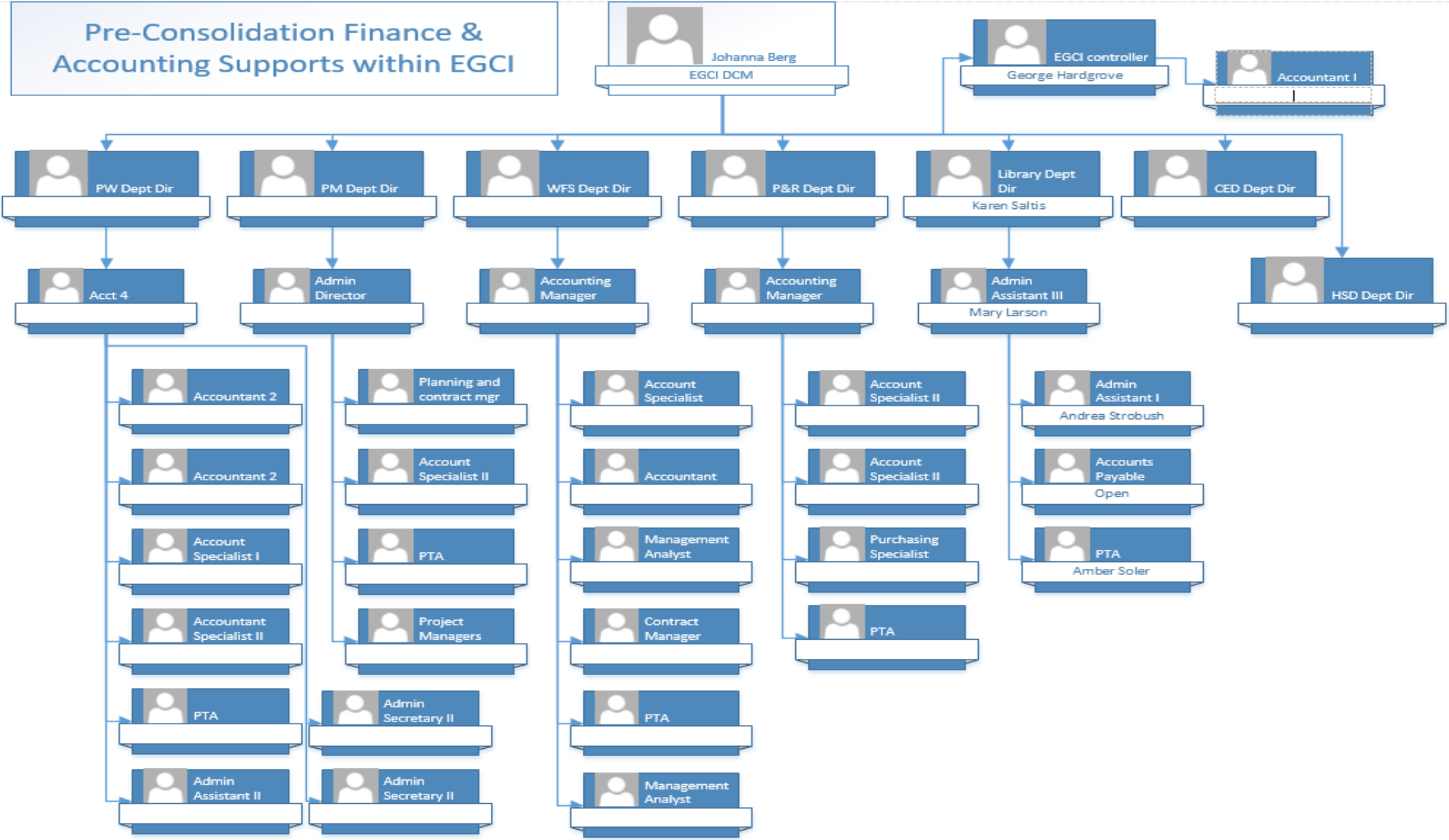
# Why this change is needed

- Equitable and sustainable distribution of work within the service team
- Aligns with countywide strategic directions to continue to advance the service team model
- This model allows for better leveraging of expertise and resources to advance and improve customer service and process improvement across the service team
  - Allows for the team to build in: efficiencies and agility, process improvements, redundancy for critical functions and improved sharing/development of best practices
- Limited F&A dedicated resources within EGCI
  - Provides considerably MORE supports to many departments who had limited F&A resources (including the Libraries)

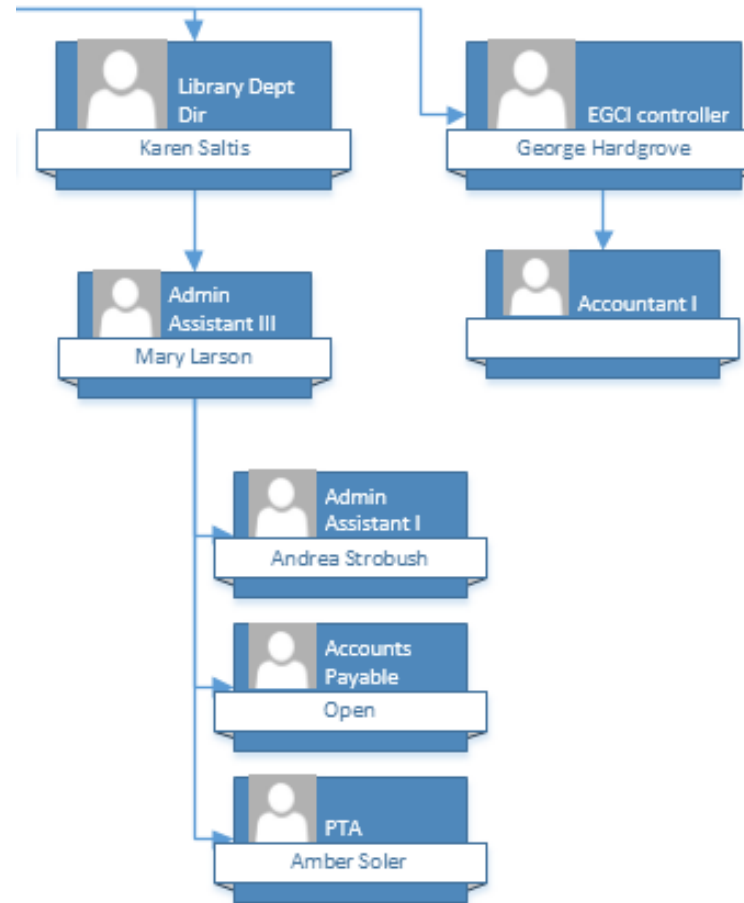
# Project Approach Taken

Project Phase	Description of elements	Timeline
Phase I	Project Planning (Scope/objectives, comms and change management plan, approvals, project plan development)	<b>Completed</b> - 3/1/21
Phase II	Requirement Gathering (Requirement form development and completion, Accountant 4 alignments, review of other models)	<b>Completed</b> - 3/31/21
Phase III	Analysis and Organization Structure Development (Development of complete list of all impacted staff, budget analysis, Org chart development)	<b>Completed</b> - 4/30/21
Phase IV	Placement of Existing Staff and Gap Identification (Review PDQs, partner with HR, unwind complex roles, develop staffing approach)	<b>Completed</b> - 9/1/21
Phase V	Implementation of New organization (Develop trainings and process needs, select phases for movement, hiring (if needed), launch)	Due - 12/31/21

# Prior EGCI Finance and Accounting Support – Distributed Model

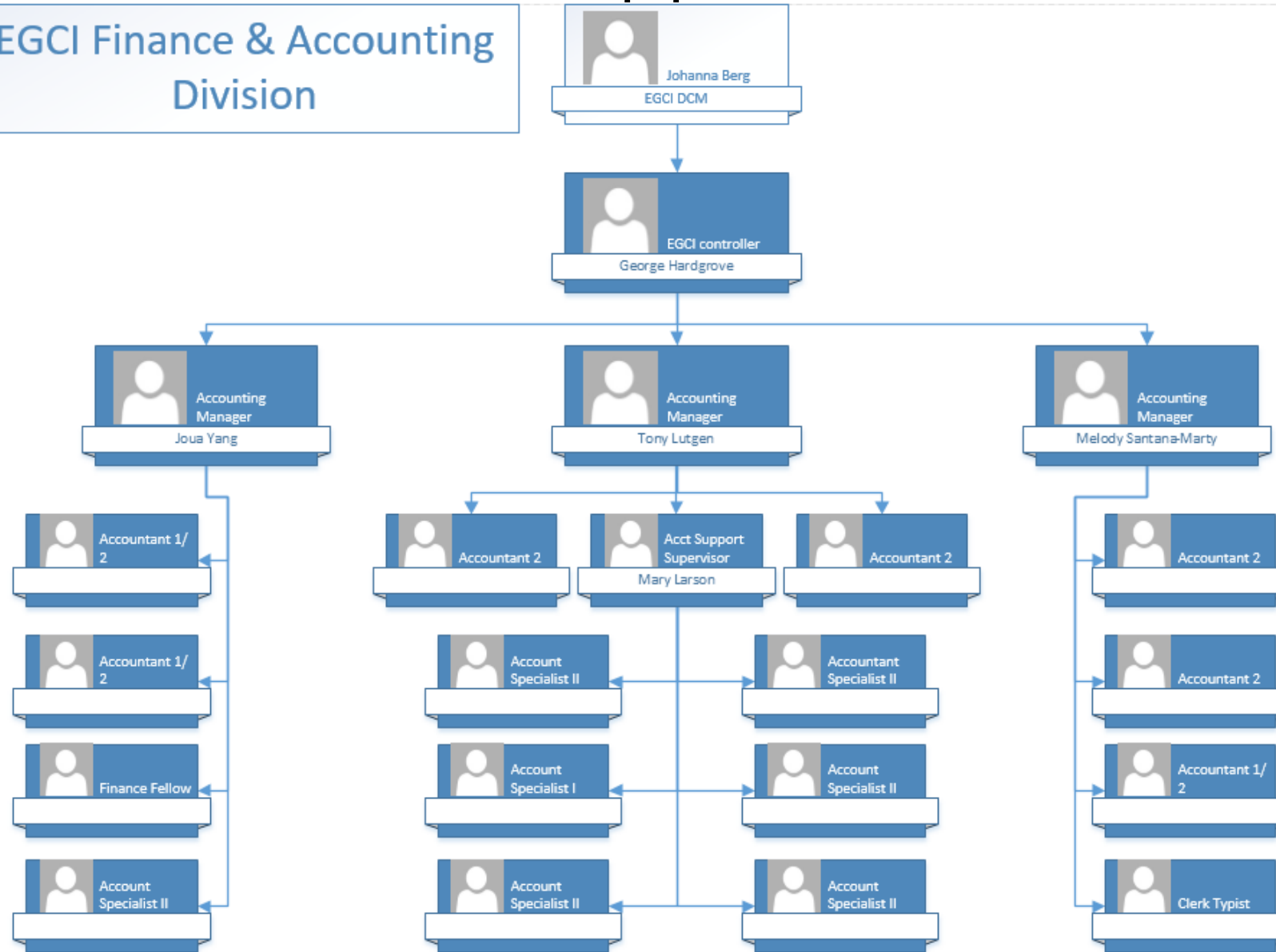


# Library Specific Resources Pre-Consolidation



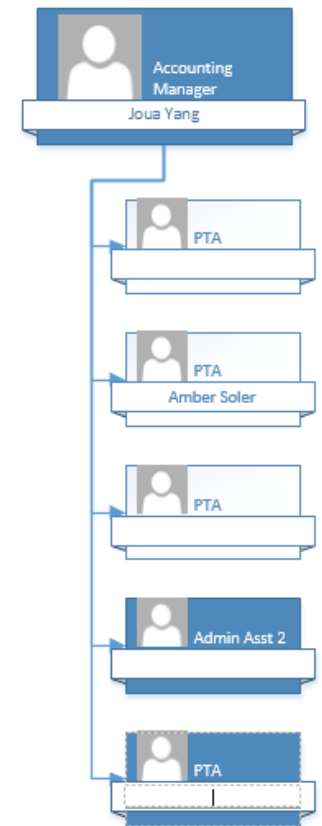
# Consolidated Support Structure

## EGCI Finance & Accounting Division



## EGCI PTA Team

Launch of F&A Division (Fall 2021) until HR Consolidation (Fall 2022)



# What supports does Library have that are new?

- Accountant 4/Accounting Manager –
  - Didn't have this role before, large resource add for team
- Accounts payable unit –
  - Didn't exist before, independent practices by area, will be under Mary Larson
  - Library team has leveraged a consolidated process for this function for some time, supported outside RC Library system
- Access to efforts and learnings by other F&A leaders that benefit full EGCI team, not just a department (eliminate the silos)
- Opportunity for promotion for folks within Library – posting of Admin 3 position, promotion for prior Admin into F&A supervisory role
  - Gain to Libraries – Admin support is no longer supporting F&A services part time, more fully dedicated resource
- Library contributes 2 FTEs to the new structure. A total of 23 FTEs of Finance and Accounting support.

Questions?



# Branch Library Report

## Shoreview



**October 2021**  
**Report to the Library Board**

### **TRENDS IN THE SERVICE AREA**

- According to Mounds View Public Schools:
  - 59.9% of families identify as white, 11.3% as Asian, 11.3% as Black, 9.6% identify as Hispanic, and 7.5% identify in two or more categories.
  - 28% of students receive free or reduced-price lunch, 11% receive special education services, 6% speak English as a second language.
  - After English, the top three languages spoken by families are 1) Spanish, 2) Somali, 3) Hmong.
- In Shoreview City News:
  - Shoreview created a forgivable loan program to help Shoreview's small businesses. Through the program, the city has given out over thirty \$5,000 loans
  - The city will update the park system plan in 2021. This includes reviewing all city parks, demographics and recreation trends, and developing a conceptual master plan for each park. The city added three new trail links in 2020.
  - Over the past few years, the city has added more than 1,000 apartments and townhomes. Several large projects will come forward in 2021 including the redevelopment of the former Deluxe Campus.

### **LIBRARY ISSUES AND SERVICE TRENDS**

- Circulation rose in the summer and it was good to welcome families back to the library.
- Demand continues for reserving of our meeting rooms and our study rooms are frequently occupied.

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## LIBRARY SERVICES AND EVENTS

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- Through the pandemic, we offered a number of virtual programs to adults, teens, and children. This fall, we are beginning to introduce some in-person adult and teen programs, which include:
  - Weekly drop in tech help for adults.
  - Makerspace and GSA for teens.
- We still hold a number of programs for families, which include passive programs (like our current Story Stroll) and virtual storytimes and storytime snacks.
  - Here's an example of the beautiful work our librarians do - Storytime Snack with Library Associate Patong Lee: <https://my.nicheacademy.com/kidsathome/course/29850>
- Library staff have adapted to an ever-changing library service environment with grace and impressive flexibility. As they work with the public, the changes came quickly. Some of the challenges they have faced include:
  - Handling all communication with resident through the phone and all service through curbside delivery
  - As we gradually reopened, counting and directing patrons and enforcing social distancing
  - Providing service from behind plexiglass while masked
  - And most steadily, reinforcing the mask mandate with patrons
- Shoreview staff welcomed our Service Center County Navigators and worked together seamlessly to provide services to residents.
- We also greatly appreciated working with Ramsey County Elections to provide early voting services to our residents.
- Our librarians provided reference and readers' advisory services over the phone and via computer to our patrons
  - The Grab Bag and Shelf Help programs were very popular with our patrons, and our staff enjoyed putting them together
- Librarian Paul Lai created and published a book of community writing about 2020 called This Was 2020. At the recent Minnesota Library Association conference, this book won the Minnesota Indie Authors Communities Create award.
- All of our staff have welcomed having patrons back in the library and have created the warm and welcoming atmosphere that is so valued here at Shoreview.
- My apologies for the brevity of this report. I hate to miss the opportunity to recognize our staff and the excellent services they provide, especially in hard times. These are hard times for everyone, and the Shoreview and Ramsey County Library staff as a whole has continually provided excellent service and programs to our residents.

**SHOREVIEW AT A GLANCE**

YEAR BUILT	2017
SQUARE FEET	37,000
DAYS OPEN	Mon, Tue, Wed, Thu 10 a.m. - 9 p.m. Fri, Sat 10 a.m. - 5 p.m. Sun 12 - 5 p.m.
HOURS/WEEK	63

NUMBER OF PUBLIC COMPUTERS	64
COLLECTION SIZE	99,969

STAFF FTE	13.3
TOTAL STAFF	24
VOLUNTEER HOURS	1,157

	2017	2018	2019	2020
TOTAL CIRCULATION	561,262	583,598	583,914	306,954
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	283,552 51%	301,440 52%	303,186 52%	155,053 51%
REFERENCE	44,369	42,991	38,311	39,845
COMPUTER HOURS USED	24,008	25,799	27,078	8,965
WIRELESS USERS	87,006	91,178	98,415	21,322
ANNUAL VISITS	251,411	262,656	250,923	63,978
CHILDREN'S PROGRAM ATTENDANCE	10,284	14,098	12,784	2,802
ADULT PROGRAM ATTENDANCE	1,725	5,265	2,772	287

## Request for Library Board Action

**Meeting Date**  
October 20, 2021

**Action Requested**  
Information and Discussion

**Presented By**  
Board Members

**SUBJECT:**

Task Force Update

**BACKGROUND:**

At this meeting, Ramsey County Library Board Trustees will discuss the October 1<sup>st</sup> facilitated meeting with County staff to review the revised Roles & Responsibilities chart and the Library Board's feedback, and will also discuss the timetable for the upcoming joint meeting with the Ramsey County Board of Commissioners.

**BOARD ACTION REQUESTED:**

For information and discussion.

## Request for Library Board Action

Meeting Date  
October 20, 2021

Action Requested  
Information & Discussion

Presented By  
Sida Ly-Xiong,  
Library Board Chair

**SUBJECT:**

Library Director Hiring Process

**BACKGROUND:**

The Library Board of Trustees will discuss the upcoming hiring process for a new Library Director and the appointment of committees or representatives for each step in the process.

**BOARD ACTION REQUESTED:**

For information and discussion.

## Request for Library Board Action

Meeting Date  
October 20, 2021

Action Requested  
Information and Discussion

Presented By  
Pang Yang,  
Deputy Director

**SUBJECT:**

Ramsey County Library in Maplewood Renovation Update

**BACKGROUND:**

Pang Yang, Library Deputy Director, will be present to update the Library Board of Trustees on the Maplewood renovation project.

**BOARD ACTION REQUESTED:**

For information and discussion.

## Request for Library Board Action

**Meeting Date**  
October 20, 2021

**Action Requested**  
Information & Discussion

**Presented By**  
Jeff Eide, Senior Library  
Manager, Planning & Analysis

**SUBJECT:**

Strategic Planning Update

**BACKGROUND:**

Ramsey County Library's current strategic plan expires at the end of 2021. Jeff Eide, Senior Library Manager, will update the Library Board on the status of the strategic planning process.

**BOARD ACTION REQUESTED:**

For information and discussion.



## Ramsey County Library in the news:

- 9/13: Patch.com**      Keystone Foodmobile Distribution - Roseville Library  
<https://patch.com/minnesota/roseville/calendar/event/20210913/1264147/keystone-foodmobile-distribution-roseville-library>
- 9/29: Patch.com**      Workforce Solutions Moves To Government Center East Building In Ramsey County  
<https://patch.com/minnesota/roseville/workforce-solutions-moves-government-center-east-building-ramsey-county>
- 10/12: Patch.com**      Maker Kids Take-and-Make Kits - Roseville Library  
<https://patch.com/minnesota/roseville/calendar/event/20211012/1404855/maker-kids-take-and-make-kits-roseville-library>

# FACEBOOK:



Ramsey County Library

Published by CoSchedule App · September 16 at 10:23 AM ·

Meet Anna, a children's services librarian who loves fantasy and books that make her cry, as well as learning the how and why of true things. Request a book list through Shelf Help today: [rclreads.org/shelf-help-for-kids-teens](http://rclreads.org/shelf-help-for-kids-teens)



1,253  
People Reached

42  
Engagements

–  
Distribution Score

Boost Post



29

1 Share



Ramsey County Library

Published by CoSchedule App · September 21 at 12:57 PM ·

From scavenger hunts to sing-alongs, join us outside in the Reading Garden for a fun surprise activity each week! Explore events happening in the Reading Garden today: [bit.ly/3tDsT8w](http://bit.ly/3tDsT8w)



627  
People Reached

14  
Engagements

–  
Distribution Score

Boost Post



3



Ramsey County Library

Published by CoSchedule App · September 24 at 1:58 PM ·

Stories currently playing on Dial-a-Story: All the Way to America, Bark George, Sophie's Squash Go to School, If You Give a Mouse a Muffin, Row Row Row Your Boat and Paletero Man. Call us today: 651-461-6164.

This program is funded with money from the Friends of the Ramsey County Libraries.



  **Dial-A-Story**



2,648

People Reached

158

Engagements

–

Distribution Score

Boost Post



6

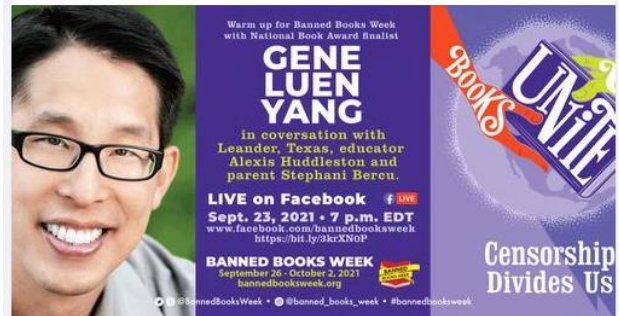
19 Shares



Ramsey County Library

Published by CoSchedule App · September 26 at 1:09 PM ·

It's Banned Books Week! Join us for the 2021 celebration of the right to read. Learn more: [bannedbooksweek.org](http://bannedbooksweek.org)



BANNEDBOOKSWEEK.ORG

**Banned Books Week | September 26 – October 2, 2021**

Don't Miss These Banned Books Week Coalition Events! The Banne...

906

People Reached

25

Engagements

↑ +2.0x Higher

Distribution Score

Boost Post



4

1 Comment

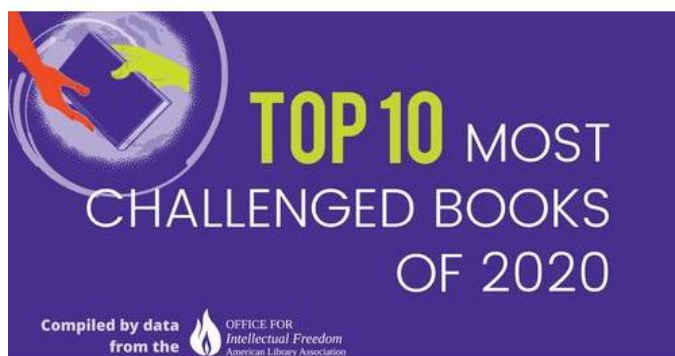


## Ramsey County Library

Published by CoSchedule App · September 29 at 1:01 PM ·

The top 10 most challenged books of 2020! Which book(s) have you read or will read? #BannedBooksWeek

<https://youtu.be/8DbrJiaYfBM>



YOUTUBE.COM

### Top 10 Most Challenged Books of 2020

The American Library Association tracked 156 challenges to library...

676

People Reached

55

Engagements

Boost Post



5

1 Comment



## Ramsey County Library

Published by CoSchedule App · September 30 at 9:10 AM ·

DYK? The Teens 100 Books Before high school or graduation challenge is live. Start reading and get a chance to win prizes! Sign up today at [rclreads.beanstack.org](http://rclreads.beanstack.org).



1,134

People Reached

44

Engagements

—

Distribution Score

Boost Post



4

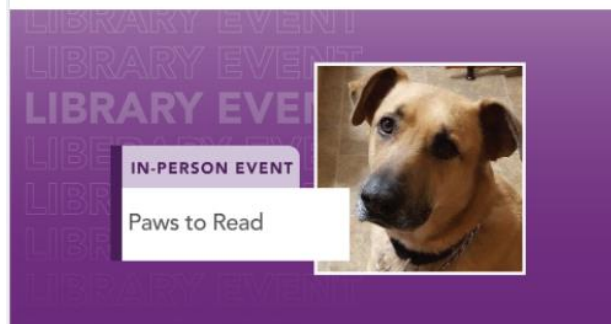
5 Shares



## Ramsey County Library

Published by CoSchedule App · October 3 at 8:39 PM ·

Our Paws to Read licensed therapy dogs are so excited to be back to hear you read. Sign up today: [bit.ly/RCL\\_pawstoread](http://bit.ly/RCL_pawstoread)



1,777

People Reached

115

Engagements

—

Distribution Score

Boost Post



10

5 Shares



## Ramsey County Library

Published by Pa Na Lor · October 6 at 9:38 AM ·

We are so happy that the Friends Used Bookstore is reopened at the library in Maplewood. Yay! 🎉 Thank you to the Friends for all their hard work.

<https://www.facebook.com/rclfriends/posts/10158319437290658>



### Friends of the Ramsey County Libraries

October 5 at 10:05 AM ·

🔥 Now Open 🔥

The Friends Used Bookstore at RCL-Maplewood has reopened! Stop by to browse and shop our inventory of multiple genres, DVDs and more.

We are als... [See More](#)

1,288

People Reached

55

Engagements

—

Distribution Score

Boost Unavailable



22

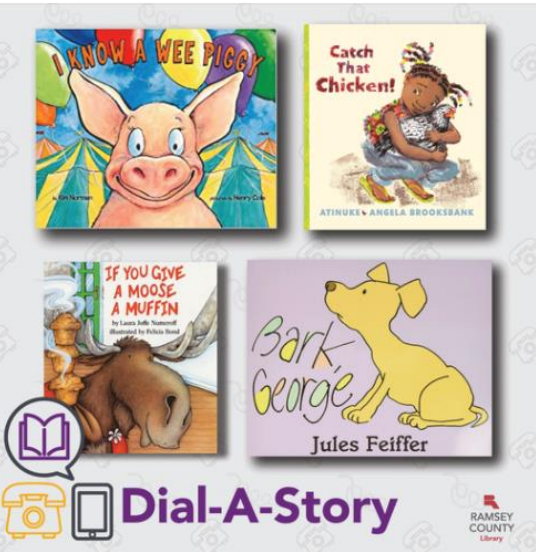
1 Share



**Ramsey County Library**  
Published by CoSchedule App · October 9 at 3:08 PM ·

"I know a Wee Piggy" by Kim Norman and "Catch That Chicken" by Atinuke are the two new titles on Dial-a-Story. Call us today to listen to them: 651-461-6164. Happy listening!

This program is funded with money from @RCLFriends .



621 People Reached 7 Engagements — Distribution Score [Boost Post](#)

3 2 Shares

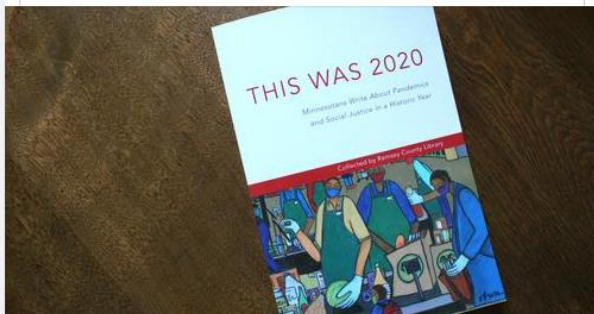
**Ramsey County Library**  
Published by Pa Na Lor · 20h ·

"This Was 2020" wins the Minnesota Author Project award in the Communities Create category, which is an award highlighting indie-published authors in the state. Congratulations to all contributors.

**MN Writes MN Reads**  
October 12 at 8:56 AM ·

Celebrate with us! Congratulations to all the contributors to this community creation.

Read This Was 2020:  
<https://library.biblioboard.com/content/1c2cba60-332...> See More



MNPRAIRIEROOTS.COM

**This Was 2020 wins Minnesota book award & I'm celebrating**

760 People Reached 22 Engagements — Distribution Score [Boost Unavailable](#)

5 2 Shares

GOOGLE:

## Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

4.3 ★★★★★ 71 reviews



**Chris Yang**

10 reviews

★★★★★ 3 weeks ago **NEW**

Staff are awesome I love studying here.

## Ramsey County Library - North St. Paul

2300 N St Paul Dr, North St Paul, MN

4.2 ★★★★★ 23 reviews

Most relevant Newest Highest Lowest



**Brian Dall**

Local Guide · 378 reviews · 145 photos

★★★★★ 2 weeks ago **NEW**

Just a quick stop to pick up a book I had put a hold on. I should have checked the hours and / or picked a different branch as the hours here are very limited, so I had to use part of my vacation day for the pickup. There are \_not\_ real bicycle parking racks, but there are some signs you can lock your bike to about 15 yards away.

Like all Ramsey County facilities, they do require facemasks at this time, but they have some available if you need one.

They have the same easy automatic checkouts as the other RCL locations, but being a small location, the selection is more limited.

## Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

4.6 ★★★★★ 163 reviews

People often mention

All kids 16 coffee shop 13 study 12 spacious 9 +6

Sort by

Most relevant Newest Highest Lowest



**Deb Courts-Brown**

Local Guide · 175 reviews · 199 photos

★★★★★ 13 hours ago **NEW**

I was there for a class and it was well organized.



**Mina Saremi**

7 reviews

★★★★★ a week ago **NEW**

Beautiful space, but the librarians are rude. Study rooms are hard to come by. They were full during my online language class time. I found myself a chair in a quiet corner upstairs. I had headphones on so that no one could hear the class, but I needed to speak allowed. Within minutes I was approached by a very angry librarian and told I was being disruptive to everyone in the library. When I explained I had an online class, I was told she "didn't care" and that I needed to take my "conversation" elsewhere. I was not offered a suggestion as to where "elsewhere" was, and had to leave my class. On the way out I saw that a study room had opened up. The librarian must have also seen this, but did not bother to suggest it to me.

I also saw (and heard) a group of women sitting together upstairs in chairs having a lively conversation. They were not told to take their conversation elsewhere, as far as I know.

Basically it is an unwelcoming and unreliable atmosphere for people needing to study or take a class.

## Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

4.7 ★★★★★ 62 reviews



**Linda Buchanan**

Local Guide · 44 reviews · 1 photo

★★★★★ 2 weeks ago **NEW**

Awesome !! The employee that helped Mom was sooo nice and helpful .9/27 about 8:45😊

Like

## Ramsey County Library - White Bear Lake

2150 2nd St, White Bear Lake, MN

4.5 ★★★★★ 33 reviews

People often mention

All

read 7

Sort by

Most relevant

**Newest**

Highest

Lowest



**Steven Mannie**

19 reviews

★★★★★ 2 weeks ago **NEW**

Friendly staff and a big selection of books to choose from!



**John Muellner (Sting and Luigi Channel)**

Local Guide · 45 reviews · 575 photos

★★★★★ a month ago

Always a great time at the WBL library.



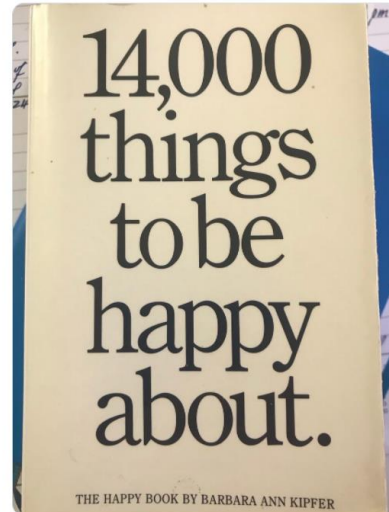
## TWITTER:



**Catherine Moreno** @CatherineBN2614 · Sep 10

Random page #485: "lots of books to read in case of bad weather".

@rolreads @CreatorChad



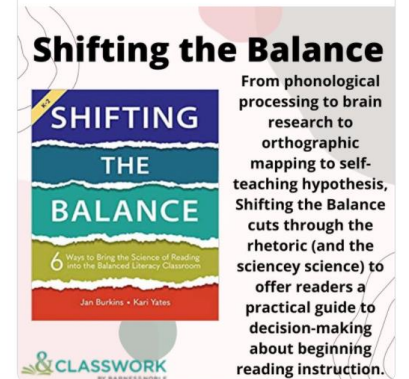
**Catherine Moreno** @CatherineBN2614 · Sep 13

This book is not only for Reading Specialists but classroom teachers! I welcome you to contact me for your copy today! cmoreno@bn.com #PDMonday @MNIBSchools @umnlib @SPPS\_News @ServeMN @RPS535 @usedgov @usdoegov @LessonsForSEL @rolreads @dakotalib @MnDeptEd

BN Classwork @bn\_classwork · Sep 13

Today's PD title is Shifting the Balance by @drjanburkins and @karl\_yates, in which they honor the balanced literacy perspective while highlighting common practices to reconsider and revise—all through a lens of what's best for the students sitting in front of us. #PDMonday

Show this thread



**RamseyCountyLibrary** @rolreads · Sep 17

Udemy offers 6,000+ on-demand video courses in multiple languages.

Login with your library card and start learning today:

[rolreads.org/resources/educ...](https://rolreads.org/resources/educ...)



**Jenna Race**

@Mrs\_Meowmerz

Replying to @rolreads

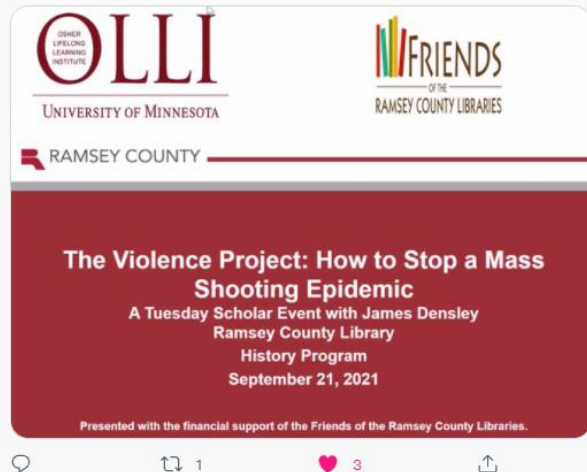
Wowzers 🤩🤩

11:00 PM · Sep 17, 2021 · Twitter for Android



**The Violence Project** @theviolencepro · Sep 21

Thank you @rclreads, @RCLFriends & @OLLIatUMN for hosting today's #book talk with James Densley on "The Violence Project: How to Stop a Mass Shooting Epidemic". Available via @Bookshop\_Org here: [bookshop.org/books/the-viol...](https://bookshop.org/books/the-viol-...)



**Write Girl Autumn** @jenniferejones · Oct 2

What are we writing/researching/preparing to work on today?



**Rao Konidena** @RKonidena

Replying to @jenniferejones

I wrote a page of comments, thats about it. Hope to make a trip to the @rclreads

9:39 AM · Oct 2, 2021 · Twitter for Android



**BookManiaLinda** @LindaWonder · Oct 4

I do this all the time! My library is so good about supplying patron requests. I love @rclreads!



**John Scalzi** @scalzi · Oct 4

Reminder: Interested in an author's upcoming book (mine or anyone else's), but money is tight? Ask your local library to get it! They pay for it, so authors get paid, you'll get to read it, and then others in your community will have a shot to check it out too. Everyone wins!



**Benjamin Park** @benjamin\_park · Oct 4

@rclreads @RCLFriends i love roseville library, but is there any library that is less bike and pedestrian friendly? @RosevilleMN



**curtis Johnson** @NewDoctorWho · Sep 24

Thank you @DoGoodRoseville @LWVRoseville and @rclreads for allowing me to join a great panel discussion with Thomas Brooks, @WayneRGroff, and Erika Scheider, Chief of Police, Roseville. You can sign up for part 2 at [www.rosevillearea.org/content/real-...](https://www.rosevillearea.org/content/real-...) @ISD\_623 @RosevilleMN @RosevilleMN\_PD



**Ling Becker** @ling\_becker · Sep 25

Whoo Hoo! @RamseyCounty named a finalist in social good category for @MNTech's 2021 Tekne Awards! So grateful for our TechPak project in partnership with @stpaullibrary, @rclreads, Minnesota Literacy, @TechDumpMN and @PCsforPeople



**Tawanna Black** @TawannaABlack

Replying to @ling\_becker @RamseyCounty and 5 others

Congratulations 🎉🎉🎉

9:53 AM · Sep 25, 2021 from Eden Prairie, MN · Twitter for iPhone

1 Like



**Jamie Becker-Finn** @jbeckerfinn · Oct 1

No matter what else happened this week, I finally found my kid's missing library book (thanks for your patience @rclreads 😊)

