

**Ramsey County Library
Board of Trustees Meeting
November 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/97258611016?pwd=d0RNUVJPUIJXd1I0TkNhSkZ6eW4vdz09>
Phone: 651-372-8299; Meeting ID: 972 5861 1016; Passcode: 943524

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. November 17, 2021 Agenda (1)
 - B. October 20, 2021 Minutes (2)
- IV. Reports (6:40-6:50)
 - A. Director’s Report (3)
 - B. Friends of the Ramsey County Libraries Report (4)
 - C. 2021 Third Quarter Reports (5)
 - 1. Workplan Report (6)
 - 2. Financial Report (7)
 - 3. Statistical Report (8)
 - 4. Incident Report (9)
- V. Action Items (6:50-7:20)
 - A. Write Off Uncollectible Debt (10)
 - B. Sirsi-Dynix Contract Extension (11)
 - C. Maplewood Renovation Project (12)
- VI. Discussion Items (7:20-8:30)
 - A. Benchmarking Ramsey County Library to Other Comparable Libraries (13)
 - B. Maplewood Branch Update (14)
 - C. Library Director Hiring Process (15)
 - D. Strategic Planning Update (16)
- VII. **Adjournment (8:30)**

Scheduled Upcoming Meetings

December 15, 2021 6:30 p.m.	Virtual	Self Checkout Machines Contract 2022 Holiday Calendar Library Director Hiring Process Strategic Planning Update Maplewood Renovation Update New Brighton Branch Update
January 19, 2022 6:30 p.m.	Virtual	Annual Meeting Friends Annual Gift Acceptance Adult Programming Overview Racial Equity Report Library Director Hiring Process Strategic Planning Update Maplewood Renovation Update
February 16, 2022 6:30 p.m.	Virtual	2021 Fourth Quarter Reports Year End Encumbrance List 2022 Workplan Branch Update Library Director Hiring Process 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

Minutes of the Ramsey County Library Board of Trustees October 20, 2021

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; Jeff Eide, Roseville Senior Library Manager; Monica Stratton, Maplewood Library Manager; Carol Jackson, Shoreview Library Manager; Carrie Lyons, Roseville Library Manager; Meg Robertson, New Brighton Library Manager

OTHERS PRESENT:

Victoria Reinhardt, Ramsey County Commissioner and Liaison to the Library Board of Trustees; Kristi Saksvig, EGCI Communications Manager; George Hardgrove, EGCI Controller; Maggie Dreon, EGCI Planning Manager; Mary Worley, Friends of the Ramsey County Libraries Director; Lynn Belgea, Friends of the Ramsey County Libraries; Hannah Sprague

CALL TO ORDER:

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

PUBLIC COMMENT:

None.

APPROVAL OF AGENDA:

Commissioner Reinhardt requested that the Task Force Update and Library Director Hiring Process be moved to be the first items under Discussion on the agenda. Willems made a motion to approve the agenda for October 20, 2021, as amended. Chang seconded the motion, which was approved unanimously via roll call vote.

APPROVAL OF MINUTES:

Willems made a motion to approve the minutes of September 15, 2021 as presented. Chang seconded the motion, which was approved unanimously via roll call vote.

DIRECTOR'S REPORT:

In addition to her written report, Saltis noted:

- RCL-White Bear Lake was closed for a day due to a water main break near the building. Staff scheduled to work that day were redeployed to other library locations and information about the closure was posted online.
- The first all staff Inservice Day in two years was held earlier this week using a hybrid model spread over three locations. The event went well.
- RCL's Emergency Connectivity Fund (ECF) grant application in conjunction with Ramsey County Workforce Solutions was approved and funded in the amount of \$57,862.50. Grant funds must be expended by June 30, 2022. St. Paul Public Library's ECF grant application was also approved and fully funded.

2020 Highlights: At the July Library Board of Trustees 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 of Trustees, 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 1st, 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 18th.

FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

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

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 4th— 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.

TASK FORCE UPDATE:

Ly-Xiong indicated that the Library Board Trustees, Ramsey County Board, and Ramsey County Management have reached a foundational agreement on a governance structure that will allow the Library Board to begin the hiring process for a new Library Director. The new governance model will be reviewed at the end of 2022, and may be amended as needed in the future.

Commissioner Reinhardt was pleased with the results and noted that the consultant hired to facilitate the process was very helpful. She recommended that the Library Board pass a motion to approve the foundational agreement negotiated by the Task Force. The Library Board Trustees discussed several areas of the agreement, including the Library Director's salary range; the performance review process and metrics for the Library Director; the balance of work time spent between Library and County and/or service team issues; and the frequency and recipient of Library Director performance updates to the Library Board.

Saltis noted that the recommended salary range for the Library Director is included in the data received from the TARP (Talent Attraction and Retention Program) study recently. Commissioner Reinhardt indicated that the information has not been shared publicly yet, as it is part of the bargaining agreement negotiations currently underway.

Ly-Xiong noted that Saltis is due for her annual performance review process and has agreed to serve as the test subject for the new performance review process outlined in the foundational agreement.

Woods made a motion to move forward with finalizing details for the basis of hiring the next Library Director per the recent foundational agreement constructed with Ramsey County. Neblett seconded the motion. Willems questioned whether the Library Director hiring needed to be included in the wording of the motion, noting that County Manager Ryan O'Connor had agreed that the Library Director hiring process could proceed. Ly-Xiong noted that the hiring process and the finalization of the foundational agreement would be parallel processes moving forward at the same time, and recommended approval of the motion to indicate the support of the entire Library Board to the County Board of Commissioners. Woods indicated that the wording he proposed reflects the voluntary nature of the Library Board's support of the new governance structure, rather than something that was forced on it unwillingly, and that the agreement could be restructured in the future if it no longer meets the needs of the Library Board. Following the discussion, the motion was approved unanimously via roll call vote.

Neblett thanked the Library Board representatives on the Task Force, while Commissioner Reinhardt recognized the Library Board for their work on the issue. Ly-Xiong acknowledged Commissioner Reinhardt for her advocacy and understanding during the process.

RAMSEY COUNTY EGCI FINANCE & ACCOUNTING UPDATE:

Maggie Dreon, Planning Manager, and George Hardgrove, Controller, were present to provide an update to the Library Board Trustees on the EGCI Finance & Accounting Team consolidation and how it impacts the Library.

The decision to implement a Finance and Accounting Division of the EGCI (Economic Growth & Community Investment) Office was made to advance the service team model and to better leverage expertise and resources across the service team. Dreon outlined the changes from the previous distributed model to the new consolidated structure. Benefits to the Library include the addition of an Accounting Manager resource, a centralized accounts payable team rather than two individual Library staff, access to team efforts and learnings, rather than just a department/silo, and opportunity for promotion for Library staff joining the team in a supervisory role.

The Library Board Trustees thanked Dreon and Hardgrove for their presentation.

SHOREVIEW BRANCH UPDATE:

Carol Jackson, Library Manager, was present to give the Library Board an overview of the Ramsey County Library in Shoreview. Jackson recognized Mark Bullock, Circulation Supervisor, the Shoreview staff and volunteers for their exceptional grace and creativity during the pandemic. She also thanked Commissioner Reinhardt for her support and the Library Trustees for their recognition and appreciation. Jackson mentioned the award-winning book "This was 2020: Minnesotans Write About Pandemics and Social Justice in a Historic Year" edited by RCL Librarian Paul Lai, which was included in the Library Board packet. Lastly, she shared her concerns about reductions that will impact the Library in the 2022-2023 budget.

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:

- 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:

- 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.

The trustees thanked Jackson for the hard work of the Shoreview staff during the pandemic and acknowledged the difficult decisions in the coming budget years.

MAPLEWOOD RENOVATION UPDATE:

Pang Yang, Deputy Director, reported that vendors have been interviewed for the Maplewood Renovation project, and a selection has been made by the selection team. Ramsey County Procurement is in contract negotiations with the vendor. Once the negotiations are completed, the contract award will go to the County Board for approval and the name of the successful design/build team will become public.

The Library Trustees discussed the need for upgrades to the parking lot and grounds, which are not currently included in the project scope or budget. Woods and Neblett will represent the Library Board on the project team once the vendor is announced.

STRATEGIC PLANNING UPDATE:

Eide noted that he contacted multiple community engagement firms from the Ramsey County Master Contract list and shared the statement of work developed by the Library. Two proposals were received, and selection criteria are being developed for review by Ly-Xiong, Saltis, and Eide.

NEXT MEETING –November 17, 2021, 6:30 p.m., online via Zoom communication software.

ADJOURNMENT:

Ly-Xiong adjourned the meeting at 8:35 p.m.

Respectfully Submitted,
Mary Larson
Library Board of Trustees Coordinator

DIRECTOR'S REPORT**November 2021****October Staff Updates:**

Resigned: **Kristina Kamish**, Clerk Typist in Technical Services
Tamara Lee, Librarian at RCL-Maplewood
Anna Haase Krueger, Librarian at RCL-Roseville
Patricia Berglund, Substitute Librarian
Hanna Rafferty, Substitute Library Page

Retired: **Ellen Brinkman** Librarian at RCL-White Bear Lake

Maplewood Renovation update: The contract for the design/build firm is expected to be finalized and approved at the November 16th Ramsey County Board meeting. The Property Management Project Manager has asked the contractor to develop a draft schedule of upcoming activities. This schedule will include several meetings and topics. The Library Board of Trustees' subcommittee will participate in these activities as will staff. Additional community involvement is expected to be incorporated by the firm.

IT Consolidation: Work has been completed at the libraries in Maplewood and Shoreview to update their network infrastructure supporting public computing. Audits have been completed to begin consolidation of staff printers and copiers. Audits have also been completed to provide replacements for public copiers and printers.

Administrative Assistant Hiring: Two rounds of interviews have been conducted for the administrative assistant position. Final steps in the hiring process are occurring and an announcement of the successful candidate and start date will be shared soon.

Self-Check Request for Proposals (RFP) Update: Vendor interviews were conducted for the updated self-checkout stations. The committee will recommend a vendor and contract negotiations will commence. More detailed information will be shared in the future.

Service Delivery Modification: The Children's Team recommended a service change whereby in person, indoor programming would resume for ages 5-11 effective January 1, 2022. Attendance will be limited to 15 via the library's online registration software. Outdoor programming and take-home kits will continue as appropriate to give a wide variety of programming options for families.

Programs directed towards audiences 4 and under will not occur indoors. Programming for this age group may include outdoor or self-directed, passive programs. Examples of these programs may include, but is not limited to:

- Story Trails, a walk with large sized printed picture books to stroll and read outdoors.
- Outdoor programming that is socially distanced in compliance with safety mandates.
- Indoor passive programs where kids are invited to participate in a self-directed activity while in the library building.

The team also recommends the return of play structures and other literacy rich activities, including but not limited to puppets and puzzles.

Program Partnership with Parks and Recreation: Beginning November 1, Ramsey County Library is once again partnering with Parks and Recreation to present ***Fall into Winter with Parks***. This program uses the Beanstack application to encourage kids (and their grownups) to earn badges by visiting five Ramsey County parks. The program runs through spring and will be promoted on our website, social media, and via flyers in our buildings. This program is intended to encourage people to get out and enjoy parks over the winter, and to encourage year-round Beanstack use for kids.

Celebratory Virtual Event: As was reported last month, 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. A celebratory virtual event was held on Tuesday, November 9th. Seven of the published authors highlighted their work during the event which was facilitated by Paul Lai, librarian and adult program lead.

Friends of the Ramsey County Libraries Virtual Author Talk: Nancy Pearl is a best-selling author, American librarian, and literary critic. She was interviewed during a virtual author talk by a dynamic panel of Ramsey County Library librarians: Andrea Hermanson, Carol Jackson, and Ann Wahlstrom. Thank you for supporting this wonderful event!

Countywide Update: Ramsey County implemented a COVID-19 staff vaccination mandate effective November 1st, 2021. Those staff choosing not to be vaccinated must test regularly. Statistics are provided weekly by Human Resources. Individual departmental statistics are not shared.

*As we move into the season of Thanksgiving, I'd like to express my gratitude to the wonderful and dedicated staff at the Ramsey County Library who continue to arrive each day with a passion to serve the community. Suburban Ramsey County residents benefit from your work within the library system. You are **SO appreciated!***

*Additionally, I extend my thanks to the Library Board of Trustees who support the work of the library and selflessly give of their time and talents. **Thank you!***

Karen Saltis

Ramsey County Library Board Update November 2021

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 had an engaging virtual discussion with panel of our talented librarians, Andrea Hermanson, Ann Wahlstrom, and Carol Jackson.

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Thank You 2021 Partners

Northeast Bank
Roseville Area Community Foundation
Silver Lake Smile Family Dentistry
Twin Cities Pioneer Press
John & Mary Bachhuber
Courtney & Andrew Billing
Mary & Wayne Carter
Cathy Croghan & Kathy Robbins
Jeff & Paula DeZellar
Mary Disch
Lambers & Alicia Fisher
Richard & Mary Fowler
Elizabeth & William Frank
Judith Froehling
Nancy & Jim Guerino
Frank & Jayne Harris
John W. Harris

Pamela Harris
Barbara Heinemann
Kate & Rob Huebsch
Steven Johnson & Susan Iverson
Forum Kamdar
Susan Miller
Wallace & Nancy Olson
Sheff & Deirdre Otis
Jennifer Peterson & Mark Traynor
Ron & Sandi Riach
Kris Robertson-Smith
Dr. Krishna Saxena
Swami & Lalitha Sundaram
John & Ann Trapnell
Susan Vandenberg
Margaret Walsh
Rong Yang & Haifeng Xiao

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Information and
Discussion

Presented By
Karen Saltis,
Interim Library Director

SUBJECT:

2021 Third Quarter Reports

BACKGROUND:

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

- Workplan Report – prepared by Karen Saltis, Interim Library Director
- Financial Report – prepared by Mary Larson, Financial Manager
- Statistical Report – prepared by Jeff Eide, Planning & Analysis Manager
- Incident Report – prepared by Mickey Ladich, Building Services Manager

BOARD ACTION REQUESTED:

For information and discussion.

Ramsey County Library | 2021 Work Plan

Priority 1. Facilitate access by removing barriers.

Initiatives	Results and measures
<p>Advance equity, diversity, and inclusion in practices</p> <ul style="list-style-type: none"> ○ Develop new programming partnerships re: EDI ○ Determine path for assessing collection re: EDI ○ Participate in county Racial Equity and Community Engagement team initiatives ○ Utilize Amazon Echo devices for translation at service points ○ Determine funding to support paid communications with communities of color ○ Transition home delivery service to U.S. Mail delivery ○ Pursue funding for mobile library ○ Produce a new Community Survey ○ Produce a 2022-2023 budget that supports equitable service delivery 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Collaborated with partners including: MN Peacebuilding Institute, Tubman Center, and the Ramsey County Community Corrections Juvenile Detention Center. ○ Secured a grant of \$12,000 from the Friends of the Library to offer home delivery of materials by the US Mail. Acquired materials to begin offering this service by June. ○ Presented proposal to MELSA Tech Team to create a replacement tool for the online Impact Survey used to gather information from library users about library’s technology offerings. Discussions in progress. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Collaborated with partners including: Allied Folk for Raising Allies Parenting Class + Dr Artika Tyner for series of virtual storytimes. ○ 31% of items ordered in Q2 were racial equity selections. ○ Staff attended training in Q2 and will be training all selectors in Q3. ○ 10 patrons active and enrolled in home delivery service via U.S. Mail Delivery. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ 34.5% of items ordered in Q3 were racial equity selections. ○ Delivered 136 items to homebound residents via 41 packages through U.S. Mail delivery project. ○ Collaborated with Do Good Roseville to present three programs in the Indigenous Minnesota series: Pauline Danforth on Place Name Reclamation, Don

Ramsey County Library | 2021 Work Plan

	<p>Eubanks on Ojibwe Sovereignty, and Sisokaduta on Dakota Language Preservation.</p>
<p>Utilize technology to improve service</p> <ul style="list-style-type: none"> • Enhance print, scan, and fax services • Consider auto-renewal • Consider text notifications • Investigate Open Plus 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Met with Metro Solutions and IS Project Management to begin planning for the Printer Consolidation and Cost Reduction project impacting all county facilities. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Completed audit of public copy/scan/fax equipment and public printers for replacement using new Ramsey County equipment standards. Investigation into options for paying for replacements is underway. ○ Completed audit of staff copy/scan/fax in preparation for the county's printer consolidation efforts. ○ Piloting Bluetooth headsets for service desk phones at New Brighton to allow staff the ability to roam and monitor phones.
<p>Support strong leadership and planning</p> <ul style="list-style-type: none"> • Successfully onboard and support Interim/new Director and Deputy Director • Produce a new strategic plan 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Interim Library Director started January 6th. ○ Interviewed and selected Deputy Director who began on March 31st. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Onboarded new Deputy Director. ○ Applied for \$25,000 in community engagement funds to be used to support the new strategic plan. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Awarded \$25,000 of community engagement funds to be used to support the new strategic plan. ○ Prepared statement of work document for strategic plan. ○ Contacted select list of prospective vendors from County's Community Engagement Master Contract List.

Ramsey County Library | 2021 Work Plan

Priority 2. Foster literacy and lifelong learning.

Initiatives	Results and measures
<p>Engage families and children through programming and outreach</p> <ul style="list-style-type: none"> • Increase community distribution of Read. Make. Do. and other learning kits • Increase Summer Learning Program completion numbers 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Distributed 285 Teen Read. Make. Do. kits with community partners Tubman Center, Mounds View Area Learning Center, Northeast Youth and Family Services, Edgewood Middle School, and Brookside Mobile Home Community. ○ Distributed 1456 children’s Read. Make. Do. kits. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Distributed 721 Teen Read. Make. Do. kits ○ Distributed 1101 children’s Read. Make. Do. kits. ○ Teen summer learning program 492 teens registered, written a total of 1,519 reviews. ○ Summer learning program – 1092 kids registered to participate. ○ Created the Read. Make. Do. Kit and the Pre-K Storytime STEAM request forms, standardized the list distribution process, harvested the daily form entries. ○ Created and maintained the Read. Make. Do. Kit and Pre-K Storytime STEAM webpages (including digital handouts, booklists, and corresponding kit videos). <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Engaged 190 children in the 1,000 Books Before Kindergarten program. ○ Resumed some in-person storytime programming on an outdoor basis. ○ Registered a total of 1,677 children for the Summer Reading Program, including 457 who completed the program.
<p>Engage teens through vibrant programming/strategic partnerships</p> <ul style="list-style-type: none"> • Introduce Life Skills programming for teens • Introduce Homework Help study hall • Implement 100 Books Before Graduation, 100 Books Before High School 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Offered 3 different Life Skills class series, Financial Planning (Feb), Job Searching (Mar) and Household Economics (Apr), with 24 in attendance. ○ Offered 5 Homework Help study hall sessions with 19 teens in attendance.

Ramsey County Library | 2021 Work Plan

	<p>Quarter 2</p> <ul style="list-style-type: none"> ○ 28 virtual gaming programs, 181 in attendance ○ 10 book club programs, 61 in attendance ○ 135 kids registered for 1000 books before Kindergarten ○ Dial a Story launched June 1! 78 calls have been made to listen in. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Reached 1,136 teens through a variety of programs. ○ Held 22 Makerspace activities for teens. ○ Hosted 70 virtual teen programs and 43 in-person activities.
<p>Offer robust digital literacy and maker programs</p> <ul style="list-style-type: none"> • Produce adult take-home maker kits • Continue digital literacy classes, drop-in, and appointment help, virtually and in person – in and outside of libraries 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Offered 11 Computers Classes for residents, reach 109 participants. ○ Served 25 residents via Tech Help by Phone modified service. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Expanded Tech Help Appointment by phone to 3 days a week. ○ Added Tech Help by Appointment by Zoom weekly. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Held 16 Computers Classes attended by 127 residents. ○ Provided 24 Open Labs for tech assistance, which provided assistance to 46 individuals. ○ Offered 6 sessions of Adult Makerspace, reaching 30 attendees.
<p>Offer additional adult programs supporting education and enrichment</p> <ul style="list-style-type: none"> • Meet community and County goals (core areas: digital literacy, workforce, economic prosperity, health, social services, arts, race/social issues, history) • Explore programming for developmentally delayed adults 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Presented 19 History programs, reaching 1724 participants. ○ Offered 7 Community Wellbeing sessions which were attended by 187 residents. ○ Served 73 attendees of Environmental Classes over 5 programs. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Presented 13 History programs to 585 residents

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	<ul style="list-style-type: none"> ○ Provided 101 adult programs on a variety of subjects to 1,225 residents. ○ Adult program topics included ending the school-to-prison pipeline, dementia caregiving during the pandemic, meditation sessions, electric vehicles, zoning and building code 101, and history programs on mass shootings, free speech, fake news, monopolies, and segregation. ○ Program partners included Do Good Roseville, Osher Lifelong Learning Center, Roseville Alzheimer’s & Dementia Community Action Team, Ramsey County Master Gardeners, Arts Roseville, and more.
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Priority 3. Maximize learning and exploration through dynamic use of technology, library, and community space.

Initiatives	Results and measures
<p>Deliver dynamic library spaces and events</p> <ul style="list-style-type: none"> ○ Expand access to maker equipment re: reservation, permanent space ○ Develop new maker classes and guidelines ○ Complete MP design and begin renovation ○ Request CIP funds to resolve the use of the MP café and possibly expand Community Room ○ Request CIP funds to repurpose the RV café and develop digital learning center ○ Plan for express service model and subsequent models of reopening at all sites ○ Collaborate with planning for county service delivery at sites ○ Complete the renovation of DS office ○ Improve shading and comfort in RV garden ○ Add outlets RV second floor ○ Refurbish furniture 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Developed Express Service model in collaboration with Service Center, Public Health and Property Management and launched it at all seven locations between March 29 and May 3. ○ Property Management led the CIP request submission for the Roseville Cafe’ Space Renovation. A Digital Learning Lab that would accommodate digital literacy and maker programming was included. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Property Management and Procurement finalized the Request for Proposals (RFP) for the Maplewood Remodel Project. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Launched in-person Maker Adult at library in Roseville Friday and Saturday from 10am to 4pm. Patrons access Maker equipment through a combination of reservations and first-come, first-served.

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	<ul style="list-style-type: none"> ○ Created Maker Adult web page to support events and programming pages (https://www.rclreads.org/makeradult)
<p>Enhance digital services</p> <ul style="list-style-type: none"> ● Migrate to Overdrive and support communication to patrons and staff ● Implement consistent branding and production standards for videos ● Strengthen readers advisory resources on website ● Expand digital literacy resources on website ● Organize maker resources on website for patrons and staff ● Replace self-check-out ● Lay groundwork for ILS renewal 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Completed migration from RB Digital and Cloud Library to OverDrive and Libby. ○ Updated the Staff Picks page to include lists beyond monthly picks. ○ Re-organized behind the scenes website taxonomies and applied them to staff lists to make finding related content easier for patrons and staff. ○ Created Staff List Submission form for highlighting staff lists on the website; sent to Kids, Teen, and Adult list coordinators. ○ Working on RFP document with procurement for self-checks. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ Created video tutorials (published on Website within Niche) <i>Searching the Ramsey County Library Catalog</i> and <i>Managing your Library User Account</i>. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Released Self-Check solicitation (RFP) on September 15th. ○ Engaged Information Services to discuss ILS renewal steps. ○ Began assessment of available website analytics, including investigation of Google Data Studio templates to provide statistics for readers advisory content on website.
<p>Ensure an active, equitable community presence and services</p> <ul style="list-style-type: none"> ● Resume and expand service to seniors and at pop-up library partner sites 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ Received approval to resume outreach activities. ○ Began contacting Senior facility partners about willingness to receive visits. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ 1,006 total interactions. ○ 62 new Library cards issued. ○ 413 items checked out. ○ 188 Read.Make.Do kits distributed.

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	<p>Quarter 3</p> <ul style="list-style-type: none"> ○ Had 5,316 interactions at outreach events. ○ Registered 290 new Library cards at community events. ○ Circulate 903 items at Pop Up sites. ○ Delivered services to 13 senior facilities.
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Priority 4. Work proactively with partners to support community well-being.

Initiatives	Results and measures
<p>Engage partners to support shared community well-being goals</p> <ul style="list-style-type: none"> • Expand engagement with ISD622 and MV re: ConnectEd project and other plans • Continue to engage ULEAD workers to support programming and kit production • Leverage CTEP AmeriCorps members • Continue meal programs • Expand work with corrections • Develop guidelines to align partnerships, vendor decisions, and related with our EDI goals and other strategic goals 	<p>Quarter 1</p> <ul style="list-style-type: none"> ○ First quarter additions to the ConnectEd program. <ul style="list-style-type: none"> ▪ North St Paul (District 622): 79 ▪ Roseville (District 623): 7 ▪ White Bear Lake (District 624): 4 ○ Kindergarten Card Party virtual card distribution was 340. <p>Quarter 2</p> <ul style="list-style-type: none"> ○ 3 teen workers through HIRED. ○ Hires were made for the 22-23 new year. ○ Distributed 2,625 meals through meal program. <p>Quarter 3</p> <ul style="list-style-type: none"> ○ Engaged with the Mounds View school district to offer library cards to students through the ConnectEd project for the 2021-22 school year. ○ Applied for and received access to \$57,862.50 in Emergency Connectivity Funding to support a collaborative program with Workforce Solutions and St. Paul Public Library. This program will provide up to 130 hotspots to suburban Ramsey County participants in the Workforce Solutions Young Adult Program. Participants qualify if they do not have any adequate access to the Internet.

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<p>Align with the Friends and volunteers</p> <ul style="list-style-type: none">• Support new Friend’s director in fall• Support Friends’ fundraising goals	<p>Quarter 1</p> <ul style="list-style-type: none">○ Promoted Friends online fundraising event in lieu of the annual Gala. <p>Quarter 2</p> <ul style="list-style-type: none">○ Library Director participate in Friends Executive Committee and Board meetings to provide updates on Library activities○ Monthly meetings with the Friends Executive Director to share information <p>Quarter 3</p> <ul style="list-style-type: none">○ Support new Friend’s director as she acclimates to her role.
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Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: November 5, 2021

Subject: Third Quarter 2021 Financial Report

Attached is the 3rd quarter 2021 financial report. Highlights include:

- ❖ Property tax revenues for the first half of 2021 exceeded projections. This may be an allocation error, and will be monitored.
- ❖ Projected revenues from Library Fines reflects the suspension of adult late fees during the COVID-19 pandemic, and the elimination of late fees on youth library materials effective January 1, 2020. With the addition of credit card revenues not included on the current report, actual Library Fines received as of June 30 were \$45,610.31, or 91.2% of projected revenues.
- ❖ Revenue from Buildings & Structures (coffee shop lease revenue) will be minimal due to the closure of Dunn Bros. Coffee in 2020 and conversion of the café spaces to use as Ramsey County Service Centers for the foreseeable future. However, Property Management fees for the spaces will be paid by the Service Center budget, partially offsetting the decrease in revenues. Workforce Solutions will pay the Property Management fees for the Career Lab space at Maplewood during 2021.
- ❖ The Library has reserved \$166,000 in its fund balance to offset anticipated revenue losses in 2021.
- ❖ Library expenditures for salaries and benefits are running very close to projections at this point of the year. A soft hiring freeze and careful monitoring of substitute scheduling are being used to stay within budget despite the increased vacancy factor in place for 2021. All other operating expenditures are within budget by a comfortable margin.

LIBRARY OPERATIONS CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THROUGH SEPTEMBER 30, 2021 AND 2020

	2021					2020			
	Original Annual Budget	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD
Revenue									
Taxes	11,120,482.00	11,120,482.00	8,421,571.59	76%	(81,210.09)	11,361,531.00	5,933,306.58	52%	2,587,841.67
County Program Aid	679,566.00	679,566.00	348,642.95	51%	161,031.55	678,210.00	339,105.00	50%	169,552.50
Fines	50,000.00	50,000.00	42,178.91	84%	(4,678.91)	240,000.00	78,900.91	33%	101,099.09
MELSA	200,000.00	200,000.00	0.00	0%	150,000.00	200,000.00	197,563.76	99%	(47,563.76)
PERA Rate Increase Aid	0.00	0.00	0.00	N/A	0.00	0.00	10,409.00	NA	(10,409.00)
Duplicating Copies/Sales	79,000.00	79,000.00	15,799.46	20%	43,450.54	79,000.00	28,728.22	36%	30,521.78
Interest on Investments	75,000.00	75,000.00	397.07	1%	55,852.93	75,000.00	9,866.78	13%	46,383.22
Building & Structures (Rent)	78,300.00	78,300.00	3,220.00	4%	55,505.00	76,400.00	12,118.75	16%	45,181.25
Recoveries	0.00	0.00	1,072.49	N/A	(1,072.49)	0.00	43,041.94	N/A	(43,041.94)
Transfers from Other Funds	581,000.00	581,000.00	0.00	0%	435,750.00	225,000.00	225,000.00	100%	(56,250.00)
Total Revenue	12,863,348.00	12,863,348.00	8,832,882.47	69%	814,628.53	12,935,141.00	6,878,040.94	53%	2,823,314.81
Expenditures									
Salaries*	5,926,976.00	5,926,976.00	4,464,097.77	75%	(18,865.77)	6,051,991.00	4,363,049.33	72%	175,943.92
Fringe Benefits*	2,245,021.00	2,245,021.00	1,609,146.18	72%	74,619.57	2,223,271.00	1,593,127.19	72%	74,326.06
Other Services & Charges	3,275,151.00	3,275,151.00	2,149,232.06	66%	307,131.19	3,267,029.00	1,772,586.18	54%	677,685.57
Supplies	180,000.00	180,000.00	77,335.51	43%	57,664.49	180,000.00	68,944.30	38%	66,055.70
Capital Outlay	61,200.00	61,200.00	2,167.46	4%	43,732.54	62,850.00	22,272.79	35%	24,864.71
Books, Periodicals, Etc.	1,175,000.00	1,175,000.00	688,963.20	59%	192,286.80	1,150,000.00	730,716.17	64%	131,783.83
	12,863,348.00	12,863,348.00	8,990,942.18	70%	656,568.82	12,935,141.00	8,550,695.96	66%	1,150,659.79
Inc/(Dec) to Fund Balance			(158,059.71)				(1,672,655.02)		

* 2021 Salary expenditures through paydate 10/15/21.

* 2020 Salary expenditures through paydate 10/18/20.

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THROUGH SEPTEMBER 30, 2021**

	2021			Actual as a
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 09/30/21	% of Reserve Year to Date
<u>Expenditures</u>				
2020 Operating Budget Reserves	61,815.61	54,995.67	6,819.94	89%
2019 Operating Budget Reserves	199,425.00	52,072.00	147,353.00	26%
2018 Operating Budget Reserves	235,000.00	0.00	235,000.00	0%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THROUGH SEPTEMBER 30, 2021**

	2021			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 09/30/21	Actual as a % of Budget To Date
<u>Expenditures</u>				
2016 MELSA Technology Grant	104,000.00	103,821.75	178.25	100%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THROUGH SEPTEMBER 30, 2021**

<u>Fund</u>	2021			Cash Balance as of 09/30/21
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	
Rental Collection Revenue	60,523.68	0.00	0.00	60,523.68
Library Gift Fund	387,116.84	142,242.94	121,920.77	407,439.01
Roseville Library Capital Campaign Gift Fund	8,825.08	0.00	206.00	8,619.08

SUMMARY OF GIFTS RECEIVED

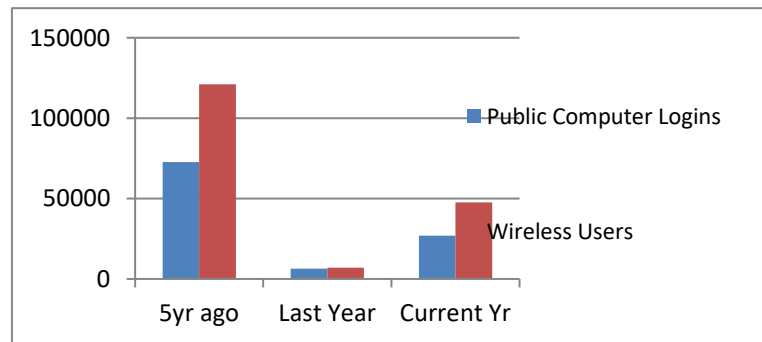
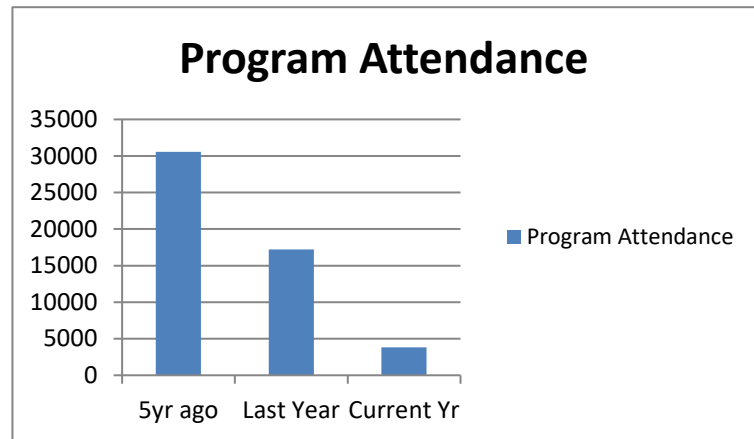
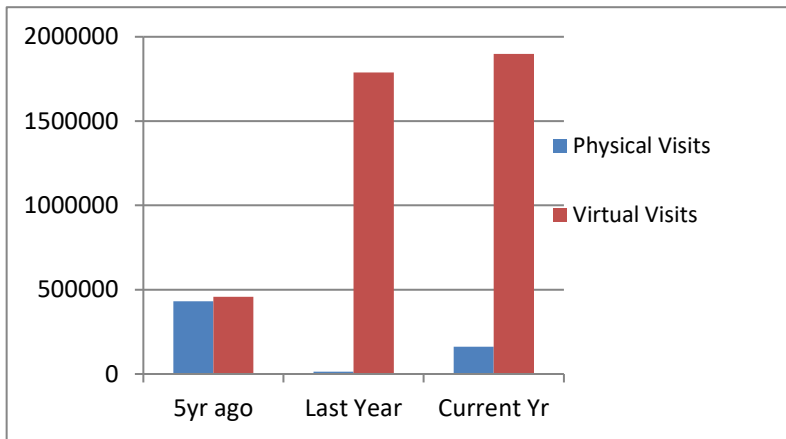
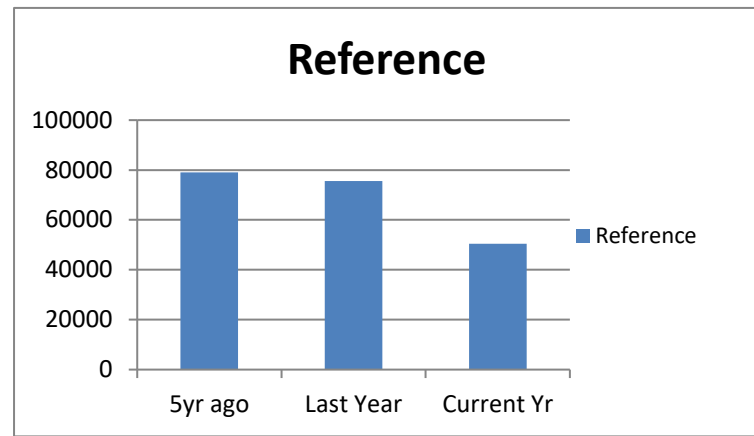
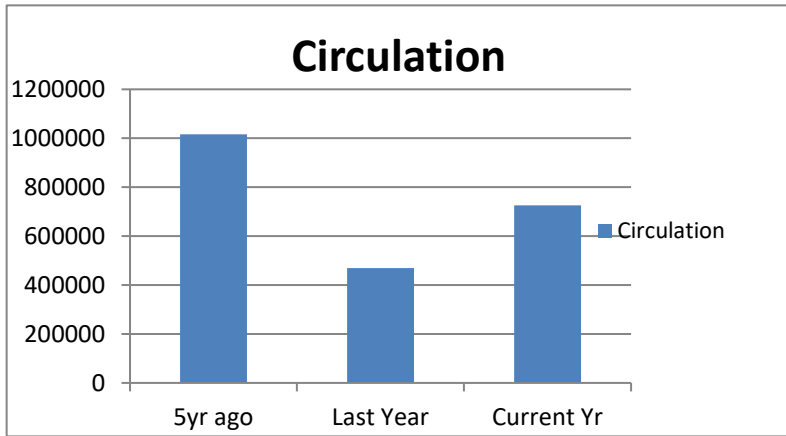
JULY - SEPTEMBER 2021

Donor	Purpose	Branch	Amount
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursements	System	\$226.23
	Legacy Program Reimbursements	System	\$336.14
	Legacy Program Reimbursements	System	\$2,497.75
Friends of the Ramsey County Libraries	Log Cabin Playhouse	RV	\$4,000.00
	Children's Summer Learning Program	System	\$5,500.00
	Teen Summer Learning	System	\$4,000.00
	Children's Programs/Supplies	System	\$4,250.00
	Teen Programs/Supplies	System	\$2,000.00
	Adult Programs	System	\$5,000.00
	Closed Captioning	System	\$750.00
	Home Delivery by Mail	System	\$3,000.00
	Library Newsletter	System	\$375.00
Anonymous	Undesignated	RV	\$235.00
Margaret Hite	Ronald Schneid Memorial	NB	\$50.00
Gary Grahnquist	Robert Lawson Memorial	System	\$150.00
Dennis Callahan	Undesignated	RV	\$50.00
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursements	System	\$159.49
Anonymous	Undesignated	SV	\$20.00
Theodore Lentz	Undesignated	RV	\$100.00
Metropolitan Library Service Agency (MELSA)	Legacy Program Reimbursements	System	\$504.92
	Legacy Program Reimbursements	System	\$200.00
	Legacy Program Reimbursements	System	\$1,450.00
TOTAL:			\$34,854.53

Statistical Trends 2021 Third Quarter Report

- Overall circulation for the quarter is 79% of what it was in 2019. Digital materials such as e-books, e-audiobooks and e-magazines remain in-demand and usage of these materials increased to 133% of the same quarter in 2019. However, this is still a small decline in e-materials usage from last year during the more substantial lockdown. This is most likely a result of many patrons returning to traditional print formats as library usage allowed. Overall circulation of physical materials increased about 90% since last year, with children's materials being up 120%.
- More than 160,000 library patrons visited buildings in Q3. This represents about 42% of that which we'd expect to see in a typical third quarter.
- Usage of public computers exceeded 26,000 logins in Q3. This is approximately 41% of what we'd normally expect for a similar quarter in pre-pandemic times. Similarly, usage of the wireless network was at approximately 30% of normal for 47,641 connections.
- The number of holds placed remains elevated at +15% compared to the more normal year of 2019. In 2020, we had seen holds placed running at more than twice the normal rate. The +15% for this year suggests that some patrons are still using a 'grab and go' model for materials usage while many other patrons have returned to direct browsing of the collection themselves.
- Volunteer hours donated climbed 65% compared to 2020. While this is about half the normal rate of volunteering, it still accounted for 1,872 hours in Q3, which would be the equivalent of 3.6 full time people.

Core Service Trends -- Q3



Branches by Quarter 2021

Total materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	40,018	52,122	74,788		166,928
Mounds View	16,066	20,626	27,193		63,885
New Brighton	20,123	29,139	36,801		86,063
North St. Paul	6,640	8,790	11,624		27,054
Roseville	128,060	200,046	227,116		555,222
Shoreview	79,866	113,125	136,193		329,184
White Bear Lake	23,298	35,101	51,958		110,357
Tech Services	4,113	3,827	3,707		11,647
Remote Renewal	134	215	178		527
E-circulation	148,415	142,778	155,871		447,064
Total	466,733	605,769	725,429	0	1,797,931

Children's materials circulated

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	14,486	20,585	31,856		66,927
Mounds View	7,805	11,271	15,771		34,847
New Brighton	10,722	16,560	21,443		48,725
North St. Paul	2,125	2,908	4,324		9,357
Roseville	58,438	96,776	113,287		268,501
Shoreview	42,277	66,149	81,122		189,548
White Bear Lake	10,340	17,161	27,326		54,827
Tech Services	854	605	682		2,141
Remote Renewal	29	32	21		82
Total	147,076	232,047	295,832	0	674,955

Registrations

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	179	246	348		773
Mounds View	13	82	111		206
New Brighton	34	129	178		341
North St. Paul	15	35	77		127
Roseville	498	888	1,207		2,593
Shoreview	205	281	441		927
White Bear Lake	28	104	210		342
Tech Services	34	61	60		155
Total	1,006	1,826	2,632	0	5,464

Total reference

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	11,336	9,789	8,814		29,939
Mounds View	1,781	2,782	2,951		7,514
New Brighton	1,430	3,575	2,964		7,969
North St. Paul	871	1,456	1,755		4,082
Roseville	18,927	22,048	2,138		43,113
Shoreview	7,670	6,669	9,051		23,390
White Bear Lake	2,223	3,133	3,822		9,178
Total	44,238	49,452	31,495	0	125,185

Visits

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	2,991	18,844	33,021		54,856
Mounds View	0	1,912	5,000		6,912
New Brighton	0	8,752	12,747		21,499
North St. Paul	0	3,463	6,126		9,589
Roseville	29,086	29,276	42,496		100,858
Shoreview	28,525	33,371	43,508		105,404
White Bear Lake	0	10,293	19,332		29,625
Total	60,602	105,911	162,230	0	328,743

Meeting room use by outside groups

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	0	0	0		0
Mounds View	0	0	0		0
New Brighton	0	0	0		0
North St. Paul	0	0	0		0
Roseville	0	0	0		0
Shoreview	0	0	0		0
White Bear Lake	0	0	0		0
Total	0	0	0	0	0

Public computer logins

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	2,991	3,951	5,665		12,607
Mounds View	0	466	1,079		1,545
New Brighton	0	939	2,026		2,965
North St. Paul	76	296	579		951
Roseville	5,893	9,759	13,325		28,977
Shoreview	2,167	2,213	3,296		7,676
White Bear Lake	0	480	914		1,394
Total	11,127	18,104	26,884	0	56,115

Hours of computer use

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	2,609	3,290	4,578		10,476
Mounds View	0	317	712		1,029
New Brighton	21	570	1,276		1,868
North St. Paul	0	230	399		629
Roseville	5,470	9,493	8,257		23,220
Shoreview	2,485	2,097	2,786		7,368
White Bear Lake	0	307	516		823
Total	10,585	16,303	18,524	0	45,412

Wireless users

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	2,847	3,684	8,208		14,739
Mounds View	224	357	389		970
New Brighton	756	1,132	1,069		2,957
North St. Paul	582	387	368		1,337
Roseville	12,936	15,413	28,719		57,068
Shoreview	4,571	4,469	7,105		16,145
White Bear Lake	446	533	1,783		2,762
Total	22,362	25,975	47,641	0	95,978

Volunteer hours

	Q1	Q2	Q3	Q4	YTD Total
Maplewood	254.00	329.00	437.50		1,020.50
Mounds View	0.00	0.00	0.00		0.00
New Brighton	0.00	28.00	57.75		85.75
North St. Paul	0.00	0.00	0.00		0.00
Roseville	589.00	621.00	742.50		1,952.50
Shoreview	346.00	342.15	369.45		1,057.60
White Bear Lake	256.00	228.75	265.00		749.75
Administration	0.00	0.00	0.00		0.00
Technical Services	0.00	0.00	0.00		0.00
Friends	0.00	0.00	0.00		0.00
Total	1,445.00	1,548.90	1,872.20	0.00	4,866.10

Children's programs

Children's program attendance

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	0	0	1		1	0	0	65		65
Mounds View	0	0	3		3	0	0	103		103
New Brighton	0	0	2		2	0	0	48		48
North St. Paul	0	0	5		5	0	0	187		187
Roseville	0	0	14		14	0	0	462		462
Shoreview	0	0	12		12	0	0	297		297
White Bear Lake	0	0	6		6	0	0	107		107
Admin	16	14	11		41	312	1309	177		1798
Total	16	14	54	0	84	312	1,309	1,446	0	3,067

Teen programs

Teen program attendance

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	13	17	33		63	390	405	712		1,507
Mounds View	0	0	0		0	0	0	0		0
New Brighton	0	0	0		0	0	0	0		0
North St. Paul	0	0	0		0	0	0	0		0
Roseville	0	1	3		4	0	45	0		45
Shoreview	0	2	7		9	0	60	100		160
White Bear Lake	0	0	0		0	0	0	0		0
Admin	61	84	70		215	249	364	324		937
Total	74	104	113	0	291	639	874	1,136	0	2,649

Adult programs

Adult program attendance

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	0	0	3		3	0	0	6		6
Mounds View	0	0	0		0	0	0	0		0
New Brighton	0	0	0		0	0	0	0		0
North St. Paul	0	0	0		0	0	0	0		0
Roseville	0	0	23		23	0	0	68		68
Shoreview	0	0	8		8	0	0	12		12
White Bear Lake	0	0	1		1	0	0	14		14
Admin	106	124	66		296	8,418	5,963	1,125		15,506
Total	106	124	101	0	331	8,418	5,963	1,225	0	15,606

Branches by Year/System by Quarter

Location	Total circulation				Children's circulation				Volunteer hours			
	2019	2020	2021	% Change	2019	2020	2021	% Change	2019	2020	2021	% Change
Maplewood	470,977	194,172		-100.0%	184,943	71,661		-100.0%	2,159	624		-100.0%
Mounds View	128,648	57,668		-100.0%	63,670	27,440		-100.0%	281	60		-100.0%
New Brighton	210,745	76,242		-100.0%	97,581	37,661		-100.0%	529	98		-100.0%
North St Paul	92,626	31,093		-100.0%	33,519	10,712		-100.0%	101	13		-100.0%
Roseville	1,161,556	535,095		-100.0%	517,663	235,315		-100.0%	7,420	2,329		-100.0%
Shoreview	583,914	306,954		-100.0%	303,186	155,053		-100.0%	2,640	1,157		-100.0%
White Bear Lake	267,776	98,879		-100.0%	129,220	44,453		-100.0%	1,065	730		-100.0%
E-material	467,557	622,487		-100.0%								
Other					9,130	10,666		-100.0%	7,919	4,979		-100.0%
Support Services	20,796	15,450		-100.0%	3,555	2,247		-100.0%				
System Quarter 1	868,596	710,335	466,733	-34.3%	327,071	257,962	147,076	-43.0%	3,534	2,549	1,445	-43.3%
System Quarter 2	858,360	300,566	605,769	101.5%	338,133	51,723	232,047	348.6%	3,606	98	1,549	1480.5%
System Quarter 3	914,125	470,003	725,429	54.3%	374,308	134,026	295,832	120.7%	3,547	1,138	1,872	64.5%
System Quarter 4	801,311	463,827		-100.0%	302,955	143,859		-100.0%	11,427	9,989		-100.0%
Annual Total	3,442,392	1,944,731		-100.0%	1,342,467	586,702		-100.0%	22,114	13,774		-100.0%

Location	Express checkout percentages				Visits				Meeting room use by outside groups			
	2019	2020	2021	% Change	2019	2020	2021	% Change	2019	2020	2021	% Change
Maplewood	88.5%	21.5%		-100.0%	270,909	60,284		-100.0%	971	241		-100.0%
Mounds View	82.3%	19.9%		-100.0%	69,617	11,822		-100.0%	189	46		-100.0%
New Brighton	88.8%	22.1%		-100.0%	101,198	20,796		-100.0%	0	0		0.0%
North St Paul	67.2%	17.0%		-100.0%	39,806	8,524		-100.0%	0	0		0.0%
Roseville	86.6%	56.6%		-100.0%	542,762	147,407		-100.0%	981	210		-100.0%
Shoreview	86.5%	43.0%		-100.0%	250,923	63,978		-100.0%	1,408	296		-100.0%
White Bear Lake	89.7%	22.2%		-100.0%	137,439	27,493		-100.0%	236	68		-100.0%
System Quarter 1	83.7%	82.9%	23.3%	-72.0%	337,690	281,555	60,602	-78.5%	983	861	0	-100.0%
System Quarter 2	84.4%	0.0%	72.7%	0.0%	356,841	828	105,911	12691.2%	972	0	0	0.0%
System Quarter 3	85.4%	9.6%	85.9%	797.3%	385,796	13,100	162,230	1138.4%	859	0	0	0.0%
System Quarter 4	83.4%	23.2%		-100.0%	332,327	44,821		-100.0%	971	0		0.0%
Annual Average	84.2%	28.9%		-100.0%	1,412,654	340,304		-100.0%	3,785	861		-100.0%

Public computer logins

Hours of computer use

Wireless users

Location	2019	2020	2021	% Change	2019	2020	2021	% Change	2019	2020	2021	% Change
Maplewood	53,569	13,906		-100.0%	47,447	13,178		-100.0%	107,743	24,695		-100.0%
Mounds View	9,934	1,907		-100.0%	8,995	1,529		-100.0%	7,467	1,597		-100.0%
New Brighton	17,117	3,441		-100.0%	14,613	3,726		-100.0%	19,472	4,574		-100.0%
North St Paul	4,786	951		-100.0%	4,137	860		-100.0%	3,955	1,907		-100.0%
Roseville	109,525	30,945		-100.0%	105,520	33,415		-100.0%	362,373	92,277		-100.0%
Shoreview	29,592	8,412		-100.0%	27,078	8,965		-100.0%	98,415	21,322		-100.0%
White Bear Lake	14,322	3,429		-100.0%	1,182	2,236		-100.0%	22,357	5,024		-100.0%
System Quarter 1	56,316	47,435	11,127	-76.5%	51,687	44,705	10,585	-76.3%	154,254	120,526	22,362	-81.4%
System Quarter 2	61,760	828	18,104	2086.5%	54,858	1,656	16,303	884.5%	156,436	0	25,975	0.0%
System Quarter 3	65,754	6,439	26,884	317.5%	60,092	9,794	18,525	89.1%	160,998	7,009	47,641	579.7%
System Quarter 4	55,015	9,207		-100.0%	52,335	9,409		-100.0%	150,094	23,861		-100.0%
Annual Total	238,845	62,991		-100.0%	218,971	63,908		-100.0%	621,782	151,396		-100.0%

Reference

Registrations

Hours open

Location	2019	2020	2021	% Change	2019	2020	2021	% Change	2019	2020	2021	% Change
Maplewood	43,251	39,910		-100.0%	2,048	597		-100.0%	3,149	660		-100.0%
Mounds View	15,704	10,010		-100.0%	733	185		-100.0%	1,764	371		-100.0%
New Brighton	18,551	8,931		-100.0%	874	200		-100.0%	2,225	460		-100.0%
North St Paul	13,520	7,917		-100.0%	263	86		-100.0%	1,764	357		-100.0%
Roseville	115,843	133,120		-100.0%	6,333	2,741		-100.0%	3,149	2,072		-100.0%
Shoreview	38,311	39,845		-100.0%	1,919	596		-100.0%	3,162	1,442		-100.0%
White Bear Lake	18,733	12,337		-100.0%	1,078	227		-100.0%	2,242	461		-100.0%
Technical Services					689	174		-100.0%				
System Quarter 1	57,993	75,556	44,278	-41.4%	3,788	2,664	1,006	-62.2%	4,331	3,629	2,337	-35.6%
System Quarter 2	66,040	48,126	49,452	2.8%	2,906	567	1,826	222.0%	4,432	0	3,824	0.0%
System Quarter 3	71,994	75,595	50,505	-33.2%	3,508	731	2,632	260.1%	4,424	630	4,479	611.0%
System Quarter 4	67,886	52,793		-100.0%	3,735	844		-100.0%	4,268	1,564		-100.0%
Annual Total	263,913	252,070	144,235	-42.8%	13,937	4,806	5,464	13.7%	17,455	5,823	10,640	82.7%

Website visits**Holds placed****E-materials circulated**

	2019	2020	2021	% Change	2019	2020	2021	% Change	2019	2020	2021	% Change
Quarter 1	947,936	504,883	2,316,238	358.8%	116,914	103,469	209,601	102.6%	117,864	133,803	148,415	10.9%
Quarter 2	907,805	1,239,946	1,931,272	55.8%	107,122	141,425	145,005	2.5%	114,686	169,581	142,778	-15.8%
Quarter 3	961,773	1,787,880	1,898,818	6.2%	110,569	205,573	127,234	-38.1%	116,844	165,517	155,871	-5.8%
Quarter 4	743,883	2,136,403		-100.0%	100,723	204,522		-100.0%	118,163	153,586		-100.0%
Annual Total	3,561,397	5,669,112	6,146,328	8.4%	435,328	654,989	481,840	-26.4%	467,557	622,487	447,064	-28.2%

Incoming ILL**Outgoing ILL****Value of gifts added**

	2019	2020	2021	% Change	2019	2020	2021	% Change	2019	2020	2021	% Change
Quarter 1	4,484	3,839	4,376	13.99%	4,536	3,750	3,273	-12.72%	\$6,888.72	\$9,818.25	\$2,397.23	-75.6%
Quarter 2	4,233	90	3,872	4202.22%	4,533	745	2,901	289.40%	\$6,102.19	\$23,144.87	\$4,723.60	-79.6%
Quarter 3	4,387	1,593	3,916	145.83%	4,577	1,912	2,976	55.65%	\$19,235.42	\$3,931.62	\$2,052.75	-47.8%
Quarter 4	4,012	3,157		-100.00%	4,165	2,988		-100.00%	\$2,061.85	\$942.75		-100.00%
Annual Total	17,116	8,679	12,164	40.2%	17,811	9,395	9,150	-2.6%	\$34,288.18	\$37,837.49	\$9,173.58	-75.8%

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Information and Discussion

Presented By
Mickey Ladich,
Building Services Manager

SUBJECT:

Third Quarter 2021 Incident Reporting

BACKGROUND:

The number of incidents increased from 18 incidents in the second quarter of 2021 to 21 incidents in the third quarter.

BOARD ACTION REQUESTED:

For information and discussion.

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Approve Write Offs

Presented By
Mary Larson,
Financial Manager

SUBJECT:

Write Off Uncollectible Debt

BACKGROUND:

According to the Library's Accounts Receivable procedures:

When an account is determined to be uncollectible, the account may be written off the Library's financial accounting records and no longer recognized as an account receivable for financial reporting purposes. The write-off of a receivable should be considered only when one or more of the following criteria have been met:

- At least six years have elapsed since the debt was incurred;
- All reasonable and appropriate collection efforts have been exhausted;
- The Library determines that further collection efforts are not in the best economic interests of the County;
- No reasonable expectation of payment can be expected.

The Library shall obtain approval from the Ramsey County Finance Department to write-off uncollectible accounts. The Library shall document the reasons for the write-off and make such documentation available for review by the Finance Department. Write-off of individual debts \$1,000.00 or more must be approved by the Library Board.

Note: Writing off a debt is an accounting transaction and does not cancel the legal obligation of the debtor to pay the debt. Collection of the account receivable may be pursued after the account has been written off if information comes to light that makes further collection efforts worthwhile.

When it appears the account cannot be collected, the Library should inform the Ramsey County Finance Department, detailing collection actions taken and requesting a recommendation from the Collections Enforcement division to write off the receivable. After recommendation by Collections Enforcement and the Library's budget analyst and approval of the Finance Director, the charges will be written off the Library's integrated library system (ILS).

Patrons owing \$25 or more are considered for the Revenue Recapture Program, a program that began in 1980 when legislation authorized the Minnesota Department of Revenue to intercept—or recapture—taxpayer refunds and apply them to debts the taxpayers owe to other state agencies, the University of Minnesota, and to certain local government units. The Library has recovered over \$1.2 million dollars in debt since it began utilizing Revenue Recapture in 1995.

The Library identified 23,873 patron accounts meeting the criteria for write-off, totaling \$342,972.14. Two of these accounts totaling \$3,017.04 exceeded the \$1,000 threshold requiring Library Board approval and 62.7% are \$10 or less. The proposed write-offs will be forwarded to the County Finance Department as outlined in the Library’s Accounts Receivable procedures.

BOARD ACTION REQUESTED:

Approve the write-off of two accounts totaling \$3,017.04 exceeding the \$1,000 threshold and authorize Library staff to forward the write-off of uncollectible debt in the amount of \$342,972.14 to the Ramsey County Finance Department as outlined in the Library’s Accounts Receivable procedures.

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Approve Extension

Presented By
Chuck Wettergren,
Digital Services Manager

SUBJECT:

SirsiDynix Managed Services Agreement Extension

BACKGROUND:

Under the Managed Services Agreement, SirsiDynix provides Ramsey County Library (RCL) a variety of business applications and services, but at its core is the Horizon integrated library system (ILS). The ILS combines a relational database along with a suite of applications to manage functions like circulation, cataloging, serials control, acquisitions, and patron accounts. In addition to the ILS, SirsiDynix provides specialized business applications that interact with Horizon, including the Library's telephone messaging, mobile app, system analytics and third-party integration. Third-party integration includes hosted servers and connections for the Library's new website/catalog, self-checks, material handling systems, RFID applications, online payment systems and user authentication for online resources.

The current SirsiDynix agreement, due to expire in March 2022, was approved in 2017 when RCL moved from a locally hosted solution to a subscription as a service (SaaS) model. After consulting with Ramsey County Procurement and the Ramsey County Attorney's office, they have recommended that the Library Board authorize a contract extension with SirsiDynix with the same terms and conditions as the current contract. The extension would include annual renewals for up to five years.

Although the current business applications and services provided by SirsiDynix continue to meet the Library's needs, an additional five-year agreement will allow the Library an opportunity to review ongoing use of SirsiDynix's products. This may include a solicitation process to ensure these critical systems continue to meet the Library's goals and support emerging County initiatives around potential alignment of business applications and initiatives across departments.

Because the ILS and associated services impact so many peripheral systems, any review or solicitation will have to consider the potential of having to replace or update several independent business applications and would likely take at least 18 to 24 months. To take full advantage of this renewed term, a review of Horizon and related applications will begin in 2022. This will allow the Library time to address the complex nature of IT-related projects (and the ever-changing best practices) and engage with other departments about potential alignment or integration.

BOARD ACTION REQUESTED:

To approve a contract extension with SirsiDynix to allow up to five additional annual renewals of the current master contract and authorize the Library Director to sign the agreement. Contract extension subject to review by the Ramsey County Attorney's Office.

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Approve Committee Charge

Presented By
Gwen Willems,
Library Board Vice Chair

SUBJECT:

Maplewood Renovation Project

BACKGROUND:

At the September Library Board meeting, Neblett and Woods volunteered to serve as Library Board representatives on the Maplewood Renovation Project team. The Trustees developed the following draft charge for the project team for Library Board consideration:

Committee will work with staff to ensure libraries are welcoming public facilities where people want to gather to cultivate learning, inspire curiosity, and connect our community. In the immediate term this could include strategic plan input addressing deferred maintenance and forward-looking building needs.

Committee shall provide the Trustees and Library Director (or designee) with recommendations at critical input points during the design-build process for the Maplewood Renovation Project.

BOARD ACTION REQUESTED:

Review and approve the draft charge for the Maplewood Renovation Project team.

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Information & Discussion

Presented By
Jeff Eide,
Senior Library Manager

SUBJECT:

Benchmarking Ramsey County Library to Other Comparable Libraries

BACKGROUND:

Jeff Eide, Senior Library Manager at the Ramsey County Library in Roseville, compiles a report each year showing comparisons between RCL, the MELSA libraries, and other library systems of similar populations served and total income.

BOARD ACTION REQUESTED:

For information and discussion. Jeff Eide will be present at the meeting to answer questions.

Ramsey County Library Benchmarking

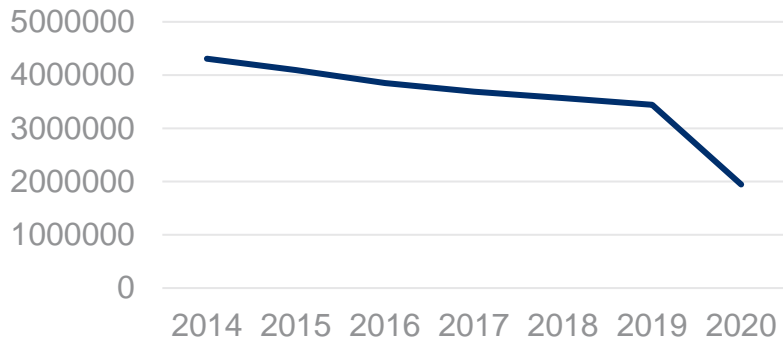
The Basics



- Circulation 1,944,731
- Visits 340,304
- Program Attendance 68,116
- Cardholders 219,590

7 year trends

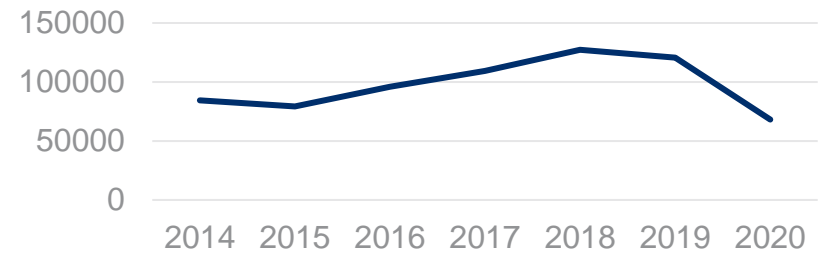
Circulation



Visits



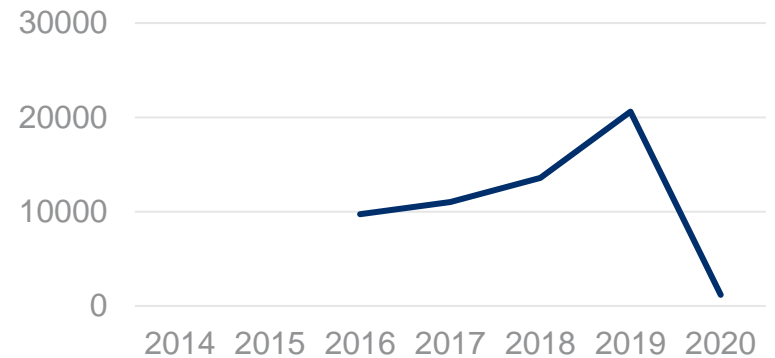
Program Attendance



Registered Borrowers

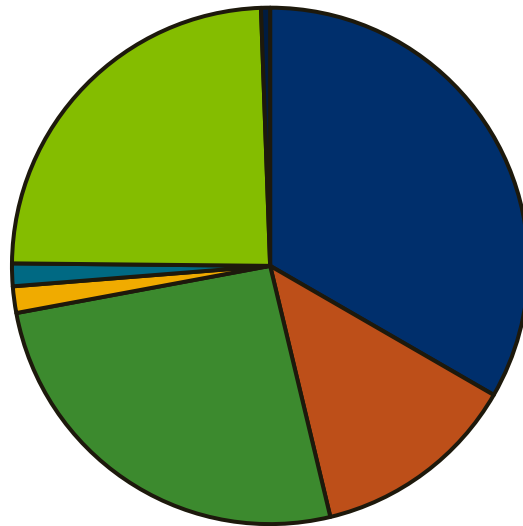


Outreach Contacts



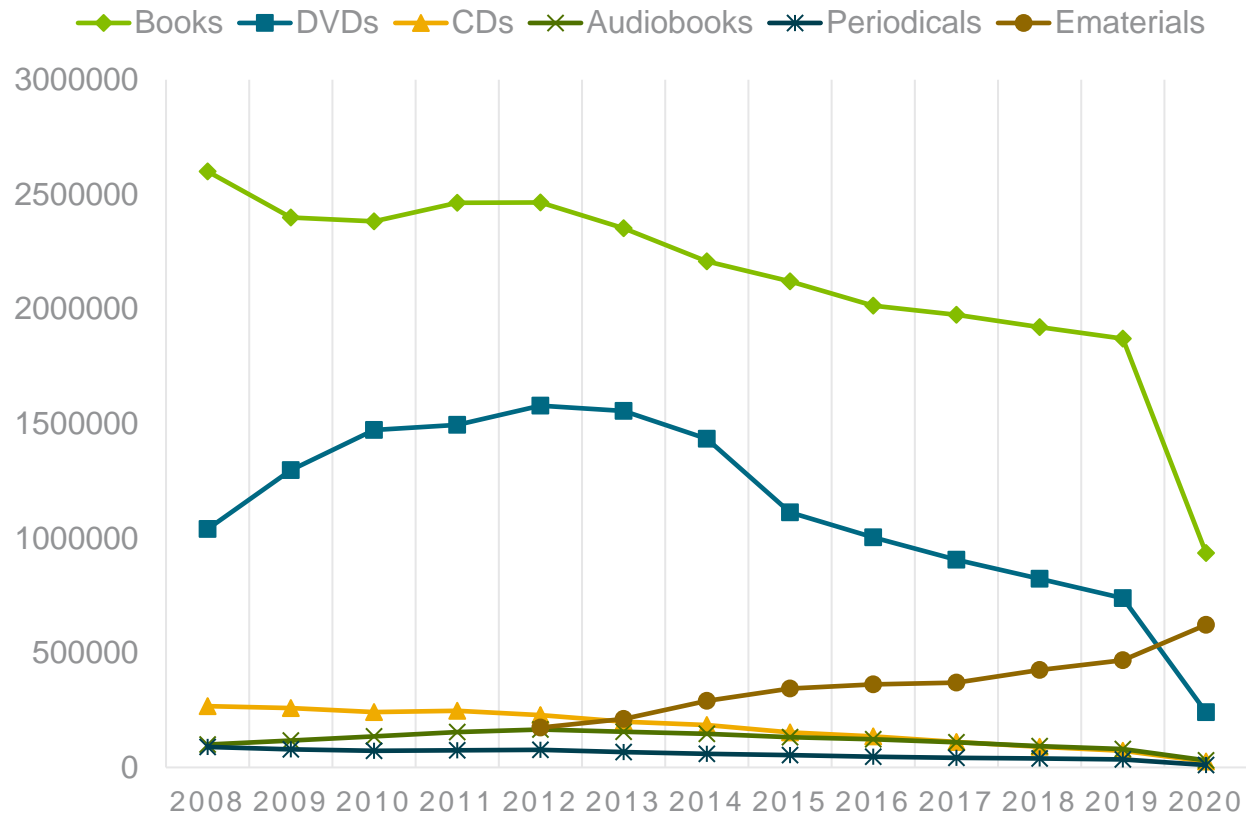
Materials Type Usage

Circulation



- e Materials
- DVDs
- Kids' Books
- Audiobooks
- CDs
- Adult Books
- Magazines

Circulation by Item Type



Operating Revenue per Capita

2020		2019	
St Paul	\$68.86	Hennepin	\$65.41
Hennepin	\$68.13	St Paul	\$65.28
Ramsey	\$52.79	Ramsey	\$52.45
Carver	\$48.19	Peer Libraries	\$49.98
MELSA Average	\$45.55	Carver	\$45.47
Washington	\$37.41	MELSA Average	\$43.51
Dakota	\$32.59	Washington	\$34.43
Scott	\$28.89	Dakota	\$32.49
Anoka	\$27.56	Scott	\$26.36
		Anoka	\$26.17

Collection Expenditures per Capita

2020		2019	
Hennepin	\$6.06	Hennepin	\$6.47
Ramsey	\$5.34	Peer Libraries	\$6.35
Dakota	\$5.09	Dakota	\$5.20
Carver	\$5.00	Ramsey	\$5.17
Anoka	\$4.78	Carver	\$4.71
St Paul	\$4.73	St Paul	\$4.45
MELSA Average	\$4.47	MELSA Average	\$4.35
Washington	\$4.27	Washington	\$3.05
Scott	\$2.42	Anoka	\$3.02
		Scott	\$2.75

Circulation per Capita

2020		2019	
Dakota	8.1	Hennepin	14.1
Ramsey	7.8	Ramsey	13.9
Washington	7.4	Peer Libraries	12.6
Hennepin	7.0	Dakota	10.2
MELSA Average	6.5	Carver	10.2
Carver	6.5	MELSA Average	9.8
St Paul	5.0	Washington	8.8
Scott	5.6	St Paul	8.0
Anoka	4.8	Anoka	6.7
		Scott	6.5

Visits per Capita

2020		2019	
St Paul	1.63	St Paul	6.38
Dakota	1.61	Ramsey	5.83
Washington	1.46	Peer Libraries	5.31
Ramsey	1.40	Carver	5.04
MELSA Average	1.31	MELSA Average	4.21
Hennepin	1.23	Hennepin	4.09
Carver	1.16	Dakota	3.59
Anoka	1.13	Washington	3.42
Scott	0.86	Scott	3.11
		Anoka	2.20

Collection Turnover

2020		2019	
Dakota	3.66	Ramsey	5.34
Washington	3.64	Dakota	5.08
Anoka	3.33	Anoka	4.96
Scott	2.96	Peer Libraries	4.76
MELSA Average	2.56	Washington	4.65
Ramsey	2.45	MELSA Average	4.20
Carver	2.17	Carver	4.16
St Paul	1.26	Scott	3.68
Hennepin	0.97	Hennepin	3.14
		St Paul	2.61

In-Person Program Attendance per Capita

2020		2019	
Ramsey	0.08	Ramsey	0.50
Washington	0.07	Carver	0.38
Carver	0.07	Peer Libraries	0.36
MELSA Average	0.05	Washington	0.26
Scott	0.04	MELSA Average	0.26
St Paul	0.04	St Paul	0.25
Hennepin	0.03	Scott	0.23
Dakota	0.03	Hennepin	0.17
Anoka	0.02	Dakota	0.15
		Anoka	0.15

Circulation per Staff FTE

2020		2019	
Dakota	27,832	Ramsey	33,623
Scott	25,538	Dakota	33,342
Washington	23,781	Hennepin	29,310
MELSA Average	19,578	Washington	28,698
Anoka	19,491	MELSA Average	26,842
Ramsey	18,379	Anoka	25,645
Hennepin	16,981	Scott	25,353
Carver	15,447	Carver	24,650
St Paul	9,627	Peer Libraries	22,752
		St Paul	14,113

Circulation per square ft

2020		2019	
Washington	19.04	Washington	23.83
Dakota	15.23	Ramsey	19.14
Anoka	12.56	Dakota	18.61
MELSA Average	10.80	Peer Libraries	17.86
Ramsey	10.67	Anoka	17.04
Carver	9.20	MELSA Average	15.54
Hennepin	7.24	Carver	14.68
Scott	6.82	Hennepin	14.25
St Paul	5.61	St Paul	8.89
		Scott	7.87

Visits per square ft

2020		2019	
Washington	3.73	Washington	9.22
Dakota	3.04	Ramsey	8.01
Anoka	2.97	Peer Libraries	7.51
MELSA Average	2.18	Carver	7.22
Ramsey	1.93	St Paul	7.11
St Paul	1.83	Dakota	6.57
Carver	1.64	MELSA Average	6.46
Hennepin	1.26	Anoka	5.62
Scott	1.05	Hennepin	4.14
		Scott	3.76



library visits per capita

circulation per capita

circulation of electronic materials per capita

program attendance per capita

public internet computer use per capita

wi-fi sessions per capita

Questions?

Branch Library Report

Maplewood



November 2021
Report to the Library Board

TRENDS IN THE SERVICE AREA

- A graphic is attached to this report indicating demographics from the 2020 census for the city of Maplewood. This graphic indicates a decline in the city's traditionally white population and a rise in the BIPOC population
 - Estimated demographics reflect a slight decline in the poverty level
 - Maplewood is seeing a decline in numbers as a place of work for the public ; this number will likely be further affected by the pandemic which saw several larger stores both inside and outside the mall close due to the economic fallout from Covid
-

LIBRARY ISSUES AND SERVICE TRENDS

- Circulation continues to decline – exacerbated due to pandemic
 - Visits to the library have flatlined since we reopened in May and are drastically lower than pre-pandemic numbers
 - Meeting rooms and spaces are currently unavailable to the public due to County Service Center needs
 - Staffing changes have impacted youth services at Maplewood ; librarian Tasha Nins has been working from home since March 2020 and librarian Tami Lee recently resigned RCL to take the lead position at the MN Department of Education
 - Summer Reading Program participation for the younger age bracket (11 and younger) continues to decline. Staff met to brainstorm ideas for engaging ISD 622 families in an effort to make known what services the library has to offer children, youth and families during the summer. However, without children's librarians (see above) this effort has been put on pause.
 - We continue to see both mental health issues and housing issues with our daily patrons. Library and navigator staff recently met with county social services, Maplewood police outreach staff, and representatives from People, Incorporated and Radius Health (two service based outreach programs in the St. Paul area) to explore ways we can partner to help those that enter our space
-

LIBRARY SERVICES AND EVENTS

This has changed drastically since the onset of the Covid Pandemic. Current services are as listed

- Ramsey County Navigator and Job Center
- 1 monthly book club
- Community Resource Advocates program weekly (paused during Covid – restarting in 2022)
- Teen Makerspace program every week
- AARP Tax Help 3x week during tax season (Feb, Mar, Apr)
- One-to-One Computer/Tech help every week
- YouthPrise sponsored meals and snacks for families with children aged 18 and younger

What is special and important about the library

- Deck and outdoor space provide patrons a place to read, visit and study outside in nice weather
- County Service Center and Job Center have drawn some new people into our space
- Free fax services draw many new patrons into our space
- Ideally located across the street from the Metro Transit Station and Maplewood Mall

Work Plan Project(s)

- Moving ahead with renovation of building (construction firm hired but not yet ready to announce)
- Covid has made staff rethink interactives for children – some of our pieces from the Children’s Museum Smart Play Spot are reaching end-of-life and may be removed

Key Partnerships

- People Incorporated (Community Resource Advocates program)
- Youthprise (summer meals program/school year snack program)
- Ramsey County Service Center
- Ramsey County Workforce Solutions (Job Center)

MAPLEWOOD AT A GLANCE

YEAR BUILT	2007
SQUARE FEET	31,000
DAYS OPEN	M, Tu, W, Th : 10-9 F, Sa : 10-5 Sun : 12-5
HOURS/WEEK	63

NUMBER OF PUBLIC COMPUTERS	18 internet computers (down from 44 pre-pandemic) 9 PACs (down from 12 pre-pandemic)
COLLECTION SIZE	187,125 (Dec 2020)

STAFF FTE	15 (1 position open, 1 position on leave)
TOTAL STAFF	20 (1 position open, 1 position on leave)
VOLUNTEER HOURS	2021 (Q 1&2): 583 2020: 623 2019: 2,158

	2018	2019	2020	2021 (Q 1&2)
TOTAL CIRCULATION	522,506	470,977	194,172	92,140
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	196,418 37%	184,943 39%	71,661 37%	35,071 38%
REFERENCE	45,604	21,541	19,331	21,125
COMPUTER HOURS USED	52,027	47,447	13,906	5,898
WIRELESS USERS	108,336	107,743	24,695	6,531
ANNUAL VISITS	295,166	270,909	60,284	21,835
CHILDREN'S PROGRAM ATTENDANCE	12,866	14,981	4,076	795
ADULT PROGRAM ATTENDANCE	3,418	2,550	931	0

Views of Maplewood During the Pandemic



April 2020



May 2020



June 2020



October 2020



July 2020



August 2020



November 2020



August 2021

Census shows Maplewood's diversity growing

By Melinda Coleman, City Manager

Maplewood's population grew by slightly more than 4,000 people from 2010 to 2020, according to recently released Census data, with communities of color accounting for all of the City's gains.

At 42,088 people, Maplewood remains Ramsey County's second largest city behind St. Paul and one of its most diverse.

People who identify as Asian or Pacific Islander continue to be Maplewood's largest population of color having doubled in each count over the last 30 years from two percent of the City's population 1990 to nearly 20 percent (8,021) by 2020. People that identify as Hispanic or Latino and Black or African American also grew slightly.



Group	2010 Census		2020 Census		Change 2010 - 2020	
	Number	Percent	Number	Percent	Number	Percent
Total population	38,018	100.0%	42,088	100.0%	+4,070	NA
White, non-Latino	27,598	72.6%	23,434	55.7%	-4,164	-16.9
All BIPOC residents (Black/Indigenous/ People of color)	10,420	27.4%	18,654	44.3%	+8,234	+16.9
Black or African American, non-Latino	3,029	8.0%	4,646	11.0%	+1,617	+3.1
Asian or Pacific Islander, non-Latino	3,952	10.4%	8,021	19.1%	+4,069	+8.7
Hispanic or Latino	2,342	6.2%	3,739	8.9%	+1,397	+2.7

Maplewood's population that identifies as White alone, decreased by 4,164 people, which pushed their share of the city's population to from 73 to 56 percent.

The City has been proactive about ensuring all people feel welcome, establishing the internal Maplewood Organization for Racial Equity team, which examines all city functions to ensure we're delivering services equitably.

The Public Safety Department has increased recruitment and outreach of people from backgrounds generally underrepresented in the professions of policing and fire/EMS.

The departments also have engaged in a multi-pronged community outreach effort to engage people from a wider variety of backgrounds. These are generally community

gatherings where people have an opportunity to talk to police, firefighters and other city staff in a relaxed setting.

The police department has also established the Multicultural Advisory Committee, comprised of residents from diverse backgrounds that serve as the community's voice in policy and decision making.

The City considers how parks are designed to be more inclusive. The Maplewood Mall has started an incubator program that allows local entrepreneurs, many from diverse backgrounds, to set up shop.

We'd like to welcome all of Maplewood's new community members. Please reach out and let us know how we may serve you better.

Request for Library Board Action

Meeting Date
November 17, 2021

Action Requested
Information & Discussion

Presented By
Gwen Willems,
Library Board Vice 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
November 17, 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:

- 10/28:
Shoreview Press Shoreview woman pens book on Minnesota Indian Community
https://www.presspubs.com/shoreview/news/shoreview-woman-pens-book-on-minnesota-indian-community/article_8f7ad126-36a2-11ec-aa05-6f1c3298e3d6.html
- 11/7:
Star Tribune Readers Write Academic Proficiency Meaningful Work
<https://www.startribune.com/readers-write-academic-proficiency-meaningful-work/600113995/>

FACEBOOK:

Ramsey County Library
Published by Pa Na Lor · October 13 at 10:52 AM · 🌐

"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

1,074 People reached 31 Engagements — Distribution score Boost Unavailable

Ramsey County Library
Published by CoSchedule App · October 15 at 8:01 AM · 🌐

All libraries will be closed Monday, October 18 for service improvements. Browse the digital library today: rclreads.org



RCLREADS.ORG

Ramsey County Library

Modified Library Services Modified services, including picking up re...

977 People reached 15 Engagements ↑ +2.2x higher Distribution score Boost post

1

2 Shares

Ramsey County Library
Published by CoSchedule App · October 16 at 5:34 PM · 🌐

Discover Ramsey County Library staff picks for October! Get the latest titles from new genre fiction to young adult nonfiction.

Explore today: <https://www.rclreads.org/staff-picks/>



6

1 Comment

Like Comment Share

Oldest



Nikki Jensen

We just finished Turtle Island, by the same authors, and are starting What the Eagle Sees. It was so good & I am thrilled to see you recommending the next book!

Like · Reply · Hide · 3w

2

Ramsey County Library
Published by CoSchedule App · October 17 at 9:38 AM · 🌐

It's National Friends of Libraries Week! Let's take a moment to thank and appreciate all the work the Friends of the Ramsey County Libraries do for us. To learn more, visit: rclfriends.org

NATIONAL FRIENDS OF LIBRARIES WEEK

Oct. 17-23, 2021



www.ala.org/united/events_conferences/folweek

678 People reached 13 Engagements ↑ +1.5x higher Distribution score Boost post

11

Ramsey County Library
Published by CoSchedule App · November 2 at 11:43 AM ·

Snacks are available at the library in Maplewood. Now until the end of the school year, anyone age 18 or younger is eligible to receive a snack on a first-come, first-serve basis, Mondays-Thursdays, 4-5 p.m.



896 People reached 22 Engagements - Distribution score **Boost post**

4 3 Shares

Ramsey County Library
Published by Pa Na Lor · November 3 at 6:35 AM ·

We are sorry to report that, due to a personal emergency, Maggie O'Farrell will be unable to join Club Book on November 3 as originally scheduled. She sends her sincerest regrets all the way from Edinburgh, Scotland. We will make every effort to reschedule with Maggie once her team is in a position to look at alternate dates. Be sure to follow Club Book on Facebook and on our website (clubbook.org) for updates on this postponement and other upcoming events. Thank you for understanding.

Club Book
November 2 at 10:18 AM ·

We are sorry to report that, due to a personal emergency, Maggie O'Farrell will be unable to join Club Book on November 3 as originally scheduled. She sends her... See more

1,122 People reached 15 Engagements - Distribution score **Boost Unavailable**

4

Ramsey County Library
Published by CoSchedule App · November 3 at 7:15 PM ·

Applications are now open for two Library Board trustees. Get involved: <http://bit.ly/2KsottH>

RAMSEYCOUNTY.US
Advisory Boards & Committees | Ramsey County

810 People reached 35 Engagements ↑ +1.7x higher Distribution score **Boost post**

2 Shares

Ramsey County Library
Published by Pa Na Lor · November 5 at 6:35 AM ·

There's still time to register for the Virtual Author Talk with Nancy Pearl happening on November 10. Sponsored by the Friends of the Ramsey County Libraries.



Friends of the Ramsey County Libraries
November 3 at 2:15 PM ·

Our 11/10 Virtual Author Talk with #NancyPearl is one week away! You can still be eligible for prizes and mailed a party pack with cookie, cocktail, and mocktail... See more

975 People reached 17 Engagements - Distribution score **Boost Unavailable**

6

Ramsey County Library
Published by CoSchedule App · November 6 at 5:07 PM ·

Make a difference in your library! Volunteer opportunities are now available for two advisory board trustees. Applications are due November 12. Get involved today: <http://bit.ly/2KsottH>

RAMSEYCOUNTY.US
Advisory Boards & Committees | Ramsey County

754 People reached 31 Engagements ↑ +1.7x higher Distribution score **Boost post**

1

Ramsey County Library
Published by CoSchedule App · November 8 at 3:25 PM ·

STEM Kits contains items to perform experiments as well as two accompanying books to support the subject matter. Kits are available for checkout for three weeks at a time and can be renewed if there are no requests. Browse today: bit.ly/32thdYM



1,974 People reached 89 Engagements - Distribution score **Boost post**

12

5 Shares

GOOGLE:

Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

4.6 ★★★★★ 167 reviews

Roma Gregory
16 reviews

★★★★★ 3 weeks ago **NEW**

Huge selection of books for adults and children. Helpful, friendly staff.

Like

Deb Courts-Brown
Local Guide · 183 reviews · 206 photos

★★★★★ 3 weeks ago **NEW**

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

Eric Majerus
Local Guide · 335 reviews · 950 photos

★★★★★ 3 weeks ago **NEW**

A nice large place to study if you're alone or silent. There's a couple of first-come-first-serve study rooms but they are often full.

Ample seating around and power outlets for devices.

Pamela Carter
4 reviews

★★★★★ 2 weeks ago **NEW**

The staff is very helpful and professional. This library has bountiful resources and knowledgeable workers who can guide you to the correct materials.

Ramsey County Library - Shoreview

4560 Victoria St N, Shoreview, MN

4.7 ★★★★★ 64 reviews

People often mention

All kids 7 study 5 meeting rooms 4 windows 4 +4

Sort by

Most relevant **Newest** Highest Lowest

Heidi Nelson
Local Guide · 50 reviews · 96 photos

★★★★★ 3 days ago **NEW**

Beautiful new building, large meeting room

TWITTER:

Write Girl Autumn @jenniferejones · Oct 2
What are we writing/researching/pretending to work on today?
95 36 399

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

BookManiaLinda @LindaWonder · Oct 13
Omg just look at all these gorgeous libraries!

FWIW I think my little local library @rclreads is wonderful, in its newer building with beautiful views and a deck. One of the best things about it is the partnership with other libraries in the state thru MNLink @MNlibraries

Dr Cat Jarman FSA @CatJarman · Oct 12
This is Oslo's new PUBLIC LIBRARY. It's unbelievable. Completely free, open to everyone until 10pm every day. There is a wine bar. Views to die for. All the books.
[Show this thread](#)



1



curtis Johnson @NewDoctorWho · Oct 16

You learn something new everyday. Thanks to Carly and Rebecca from @rclreads I now have the "Libby" app on my phone and now I can choose from over 250000 e-books, e-audiobooks & e-magazines for free.

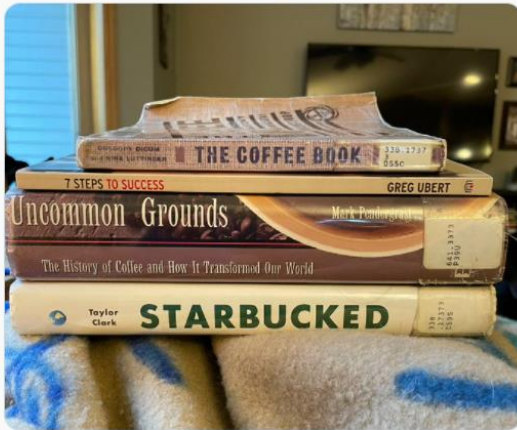


1 comment 2 retweets 6 likes



MakwaCoffee @MakwaCoffee · Oct 25

Always start with books. ☕️📖 (thanks @rclreads !)



1 retweet 6 likes



Kevin Esq. @KevinSchoir

@rclreads Curious, does Ramsey County Libraries have reciprocity with Saint Paul Public Libraries? I have a Saint Paul library membership.

11:00 AM · Oct 28, 2021 · Twitter for iPhone

1 comment 1 retweet 1 like



Tweet your reply

Reply

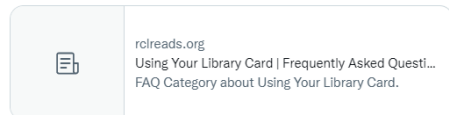


RamseyCountyLibrary @rclreads · Oct 29

Replying to @KevinSchoir

Hi Kevin,
Yes, you can use your SPPL library card at Ramsey County Library. Please call or stop by a library location nearest to you and library staff can help you get you started.

Library locations: bit.ly/RCL_Locations
More about library cards:



1 like



Ramsey County Library Friends @RCLFriends · Oct 17

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

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

NATIONAL FRIENDS OF LIBRARIES WEEK

Oct. 17-23, 2021



www.ala.org/united/events_conferences/tolweek

1 comment 2 likes



Jenna Race @Mrs_Meowmerz

Replying to @RCLFriends and @rclreads

The library is the main reason I'm surviving this semester. How can I help?? 🥰

2:50 AM · Oct 18, 2021 · Twitter for Android

1 like 1 retweet 1 like



Tweet your reply

Reply



Ramsey County Library Friends @RCLFriends · Oct 20

Replying to @Mrs_Meowmerz and @rclreads

Thanks for asking! Become a Friends Member (or upgrade to Sustaining Member) to receive notice of our fundraisers, events & volunteer opportunities to support RCL. rclfriends.org/support-us/mem... Email us w/specfic questions at friends@rclfriends.org. We ❤️ making new friends!



rclfriends.org

Join or Renew a Membership

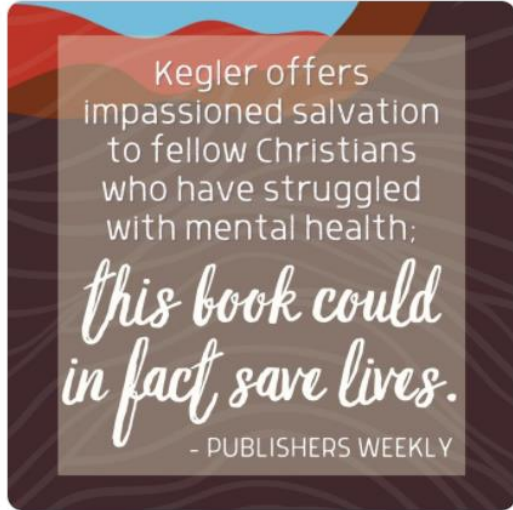
Become a member of the Friends of the Ramsey County Libraries! The Library wouldn't be what it is today without membership support from ...

1 retweet 2 likes



Rev Emmy Kegler, she/her @emmykegler · Nov 2

"While encouraging readers to continue prayer practices, Kegler also gives permission to seek pharmacological interventions and talk therapy. Kegler offers impassioned salvation to fellow Christians who have struggled with mental health; this book could in fact save lives."



4 replies, 9 retweets, 60 likes



Rachel H @RacheJean_MN

Replying to @emmykegler

Will pre-order. I also just formally requested that @rclreads carry this book. It is SO IMPORTANT that we have conversations like this. Thank you for the hard work you put in to make a book like this possible.

10:52 AM · Nov 2, 2021 · Twitter Web App



RamseyCountyLibrary @rclreads · Nov 3

Replying to @RacheJean_MN and @emmykegler

Hi Rachel, Thank you for the suggestion. You can make book requests via Ask a Librarian: rclreads.org/ask-a-librarian.

	rclreads.org Ask a Librarian Reference by Email Need a fact, have a brief question? Ramsey County Library can provide qui...
--	--

4 replies, 1 retweet, 1 like



Club Book @ClubBookMN · Nov 2

We are sorry to report that, due to a personal emergency, Maggie O'Farrell will be unable to join Club Book on Nov. 3 as scheduled. She sends her sincerest regrets all the way from Scotland. We will make every effort to reschedule - details TBD. cc. @rclreads

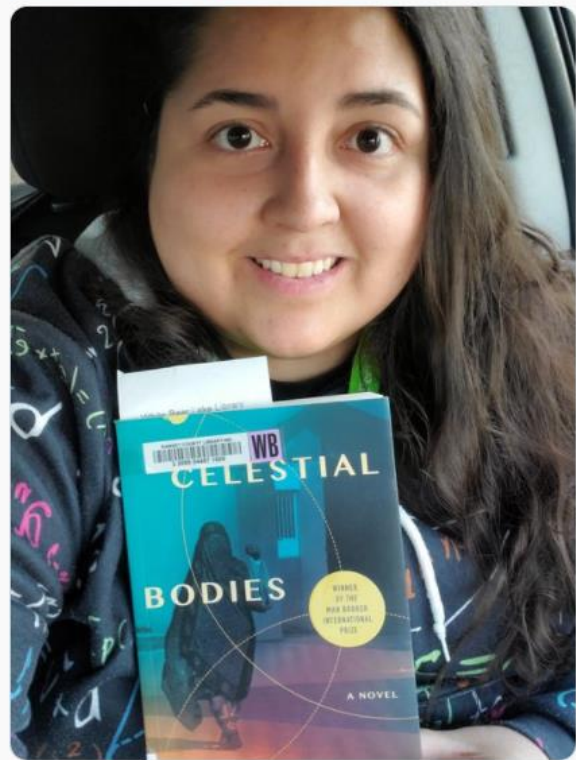


1 retweet, 1 like



Jenna Race @Mrs_Meowmerz · Nov 3

I'm so excited. I need this book for class and thought I was out of luck, but @rclreads saved the day! 🙌



Jenna Race