

**Ramsey County Library  
Board of Trustees Meeting  
February 16, 2022  
Virtual Meeting Agenda  
6:30 PM**

CONNECT community  
INSPIRE curiosity  
CULTIVATE learning

The meeting is available for public viewing at <https://zoom.us/j/96211607561?pwd=aU5GWFFjS2wzbnN0d1AzblEIXQVJhZz09>  
Phone: 651-372-8299; Meeting ID: 962 1160 7561; Passcode: 305375

*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 (6:35-6:40)**
- IV. Consent Agenda (6:40-7:00)**
  - A. Approval of January 19, 2022 Minutes (1)
  - B. Director's Report (2)
  - C. Friends of the Ramsey County Libraries Report (3)
  - D. Ramsey County Board Liaison Report (verbal) (4)
  - E. 2021 Fourth Quarter Reports (5)
    - 1. Workplan Report (6)
    - 2. Financial Report (7)
    - 3. Statistical Report (8)
    - 4. Incident Reports (9)
- V. Action Items (7:00-7:45)**
  - A. Recognition of Outgoing Library Board Trustees (10)
  - B. 2021 Year End Encumbrance List (11)
  - C. Waiver for Adult Fines/Fees (12)
  - D. Library Board Policies (13)
  - E. Gift Policy (14)
- VI. Discussion Items (7:45- 8:30)**
  - A. Strategic Planning Update (15)
  - B. Maplewood Renovation Update (16)
- VII. Adjournment (8:30)**

**Library Board of Trustees**

Steve Woods, Chair  
Sylvia Neblett, Vice Chair  
Claire Chang, Secretary  
Grace Atkins  
Debra Berry  
Sida Ly-Xiong  
David Perry

**Ramsey County Board Liaison**

Commissioner Victoria Reinhardt

**Interim Library Director**

Karen Saltis

**Scheduled Upcoming Meetings**

<b>March 16, 2022</b> 6:30 p.m.	Virtual	Annual Report to State Strategic Planning Update Maplewood Renovation Update Facilities Overview
<b>April 13, 2022</b> 6:30 p.m.	Virtual	County Performance Measures Budget Overview/Timeline Library Gold Cards Public Policy Review Strategic Planning Update Maplewood Renovation Update

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

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**Minutes of the Ramsey County Library Board of Trustees**  
**January 19, 2022**

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**LIBRARY TRUSTEES PRESENT:**

Grace Atkins, Debra Berry, Claire Chang, Sida Ly-Xiong, Sylvia Neblett, David Perry, Steve Woods.

**STAFF PRESENT:**

Karen Saltis, Interim Library Director; Pang Yang, Deputy Director; Maggie Soukup, Library Board Coordinator, Jeff Eide, Roseville Senior Library Manager; Therese Sonnek, White Bear Lake Library Manager.

**OTHERS PRESENT:**

Victoria Reinhardt, Ramsey County Commissioner and Liaison to the Library Board of Trustees; Johanna Berg, Deputy County Manager of Economic Growth and Community investment; Jennifer Otley, Human Resources Manager; Mary Worley, Friends of the Ramsey County Libraries Director; Stella Zimmerman, ACET.

**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:**

Neblett made a motion to approve the agenda for January 19, 2022, as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

**APPROVAL OF MINUTES:**

Neblett made a motion to approve the minutes for December 15, 2021, as presented. Berry seconded the motion, which was approved unanimously via roll call vote.

**DIRECTOR'S REPORT:**

Happy New Year! This month's Director's Report is abbreviated due to my vacation. I included items on this written report which occurred before leaving on January 6<sup>th</sup>. Additional verbal updates will be shared at our meeting on January 19<sup>th</sup>.

**New Hours Implemented at RCL Regional Branches (Maplewood, Roseville, Shoreview):** As of January 1<sup>st</sup>, 2022, Ramsey County Regional Library Branches are closing one hour earlier Monday through Thursday. The schedule on these days is now 10 a.m. - 8 p.m. All other public service hours remained the same across the library system.

## Countywide Updates:

1. **2022/2023 Budget:** The Ramsey County Board of Commissioners adopted the biennial budget on December 21<sup>st</sup>, 2021. The Star Tribune published an article on December 30<sup>th</sup> related to our elimination of adult fines and fees as of the new year.
2. **2022-2024 Bargaining:** Mediation occurred the last week of December. A voluntary settlement agreement was reached. At the time of this writing, an on-line ratification vote was being scheduled by the union. If a majority of union membership votes to ratify the agreement, it will subsequently be brought to the County Board for approval.
3. **Ramsey County Commissioner Officers and Appointments:** The Ramsey County Board of Commissioners elected Commissioner Trista MatasCastillo to serve as Chair and Commissioner Jim McDonough to serve as Vice-Chair in 2022. The County Board appointed Commissioner Victoria Reinhardt as the Ramsey County Library Board of Trustees Liaison and Commissioner Nicole Frethem as alternate. The County Board also appointed Commissioner Mary Jo McGuire to serve on the Metropolitan Library Services Agency (MELSA) Board of Trustees.

## FRIENDS OF THE RAMSEY COUNTY LIBRARIES REPORT:

### Friends Fundraising Campaign

We have developed a twelve-month fundraising campaign to increase Friends membership and financial donations. We have purchased a direct mail list with 10,000 names from the library's service area with the following criteria: income, age, charitable giving and book interest.

**Phase 1:** Two year-end appeals totaling 10,666, were mailed on December 7, 2021 to the direct mail list and our current and lapsed membership lists. The Friends Board of Directors generously provided a \$6,200 matching grant opportunity to support the year-end appeals. The result of the appeals was as follows:

Number of Donations: 202  
Total Donations: \$34,633.75  
New Members: 76  
Lapsed Members: 33

**Phase 2:** Letter introducing Ramsey County Library Director and/or Ramsey County Library Board Strategic Plan highlights will be mailed to 10,666 households in the spring/summer of 2022.

**Phase 3** Flashy postcard will be sent to the 10,666 households advertising fundraising/fundraising event to be determined in summer of 2022.

**Phase 4:** Two year-end appeals will be sent to the 10,666 household group.

### 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.

## **Love my Library Campaign February – April 2022**

### **Phase 1**

Beginning in February 2022, the Friends will launch a Love my Library Campaign – asking patrons, Board members, staff, Committee members and volunteers to share why/what they love about their library and the Friends. Request for comments will be requested by e-blast, on social media, on the website and with signage at the 7 libraries. Respondents can answer the question online or by using drop boxes located in the children, teen, general circulation, check out desk and Friends book store at each library. There will be an incentive to participate. Comments will be used on our website, in the Explore newsletter and on social media to promote our libraries. *We would appreciate hearing the Library Board's responses as part of this project.*

### **Phase 2 April 2022**

Committee members and staff will interview Friends Board alumni and key stakeholders and ask why/what they love about their library to develop short stories to be used in an email marketing campaign during April – National Library Month. A story will be shared by email once a week for a 4-6 week period culminating with an ask for financial support.

## **Upcoming Initiatives and Events**

### **Friends Family Fun Day May/June 2022**

Host a Family Fun Day in late/spring/early summer to engage members, library patrons and community members. Details being developed – possible walk ending at the Shoreview destination park with an ice cream social. Possible collaboration with the Shoreview Library team, Shoreview Park and Recreation Department and Shoreview Mayor's Office.

### **State of the Library Event September 2022**

Host a major donor (\$500+) and Legacy Circle stewardship event to give our closest benefactors and stakeholders the inside scoop on current issues affecting the Library in September 2022. The event will include the introduction of the new Library Director and his/her vision for the future. Depending on the location of the event, it may include a behind the scenes tour of the library with demonstrations of the automated materials handling machine and/or 3D printer.

### **\$10K in a Day October 2022**

A day of giving in October 2022 to raise \$10,000 in one day to support the Ramsey County Library System – more details to follow.

### **Fall Author Talk November 2022**

Fall Author Talk is scheduled for November and will be a hybrid event (in person or Zoom) depending on the status of the COVID-19 pandemic. The Second Annual Ruth Palmer Award will be announced at this event.

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

We are accepting gently used donations of books and media at all seven library locations – donations are limited to two bags per visit.

**RAMSEY COUNTY BOARD LIAISON REPORT:**

Commissioner Reinhardt shared a reminder that COVID is not over and that the Omicron variant is highly contagious. She recommended getting and wearing N95 masks.

**ELECTION OF OFFICERS:**

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

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

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

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

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

Ly-Xiong made a motion to elect Woods as Chair of the Ramsey County Library Board. Perry seconded the motion. Woods was unanimously elected as the Chair for 2022 via roll call vote.

Chang made a motion to elect Neblett as Vice Chair of the Ramsey County Library Board. Ly-Xiong seconded the motion. Neblett was unanimously elected as the Vice Chair for 2022 via roll call vote.

Neblett made a motion to elect Chang as Secretary of the Ramsey County Library Board. Ly-Xiong seconded the motion. Chang was unanimously elected as the Secretary for 2022 via roll call vote.

**ANNUAL SCHEDULE OF MEETINGS:**

The Ramsey County Library Board currently meets at 6:30 p.m. on the third Wednesday of each month.

Additional meetings may be scheduled on the first Wednesday of a month or any other date as necessary.

Neblett made a motion to approve the 2022 Annual Schedule of Library Board Meetings as presented. Chang seconded the motion, which was approved unanimously via roll call vote.

**LIBRARY BOARD THANK YOU:**

Board Chair Sida Ly-Xiong drafted a message to the library staff thanking them for their dedication and tireless care of their patrons over the last year. Ly-Xiong shared that the Libraries have continued to provide high-quality programing and valuable essential resources to our community throughout the pandemic.

Ly-Xiong made a motion to approve the Library Board Thank you message to staff as presented. Neblett seconded the motion, which was approved unanimously via roll call vote.

**LIBRARY BOARD BY-LAWS AND POLICES:**

Interim Director Saltis shared that while the by-laws and policies have been presented with no changes, updates should be made to the by-laws incorporating the foundational agreement. In addition to updating the by-laws, Saltis suggested that the policies be updated to align with the Ramsey County Administrative Code as it relates to gifts and grants.

Saltis suggests in the future, that she and Woods will evaluate the need to form a sub-committee to review both the by-laws and policies.

**LIAISON AND LIBRARY BOARD COMMITTEE APPOINTMENTS:**

As per the Ramsey County Library Board of Trustees By-Laws, Article VI, Duties of the Board of Trustees: the Library Board will maintain a liaison to the Friends of the Ramsey County Libraries board. The Library Board makes this appointment each year. Steve Woods has served in this role since 2021. Woods expressed his interest in serving as the liaison for 2022.

Chang made a motion to approve Steve Woods as the liaison to the Friends of Ramsey County Library board. Perry seconded the motion, which was approved unanimously via roll call vote.

**FOUNDATIONAL AGREEMENT:**

A joint task force concluded in late 2021. A memo dated December 30<sup>th</sup>, 2021 from the County Manager makes official the commitments and foundational agreements made by all parties.

Woods explained that the agreement is a result of a voluntary joint effort between the Library Board and the County Board and serves as a starting point. Woods reiterated that a key component of this agreement is to keep an open line of communication between the Trustees and the County Board.

Johanna Berg, Deputy County Manager of Economic Growth and Community investment, agreed with Woods and the Trustees and reiterated that communication is important and working together to identify roles and responsibilities will provide clarity during the hiring process.

Perry made a motion to approve the foundational agreements negotiated by the task force and accept the memorandum from the County Manager dated December 20<sup>th</sup>, 2021. Berry seconded the motion, which was approved unanimously via roll call vote.

**STRATEGIC PLANNING UPDATE:**

Senior Library Manager Jeff Eide shared that at the December Library Board meeting, the Trustees approved the hiring of ACET to assist with the strategic planning process. Stella Zimmerman, President and Founder of ACET, joined the meeting to give a brief overview of ACET and an update on the planning process. Zimmerman shared that ACET is based in Minneapolis and currently employs 12 individuals. ACET has worked with various organizations throughout the state and surrounding areas and has worked with the community to gather feedback to assist with strategic planning, program improvement, or develop other actionable items.

Currently the process is in the planning phase, securing a realistic timeline and identifying deliverables.

## **WHITE BEAR LAKE BRANCH UPDATE:**

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

- While the White Bear Lake/Township area is becoming more racially diverse, it is much less diverse than the county overall. Overall is 61.1% white, not Hispanic, WBL is at 86.7% and WBT is at 92.6%
- 2016 Election went for Clinton 65% in Ramsey County, to 49.15% in Districts 38B and 43A  
2020 Election went for Biden 71.5% in Ramsey County, to 56.5% in Districts 38B and 43A
- The City and community has created a program: Many Faces, Many Stories – to welcome all and educate all. [manyfaceswblarea.org/](http://manyfaceswblarea.org/)
- The Purple Line BRT, formerly known as the Rush Line, has now received Federal funding and is progressing through plans. However, there is some organized opposition in WBL.  
<https://www.metrotransit.org/purple-line-project> <https://norushline.com/>
- WBL has a new mayor in 2022, Dan Louismet. Jo Emerson was mayor for the past 12 years.
- WBL Farmer's Market moved to the adjacent Clark Avenue parkway, bringing more people here.

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

- Closed March 17, 2020 to the public. Curbside started here June 1, 2020. We re-opened to patrons April 26, 2021 with modified services.
- There have been longer vacancies than usual for WB with a retirement of a longtime librarian and two Library Page staff getting promotions to other locations. Many substitutes have changed the face of services here. One full-time Page has been hired, we will hire a reference person soon.
- The Seed Library was available remotely and has since returned when the library re-opened.
- Seed Talks, Mystery Book Club, and WBLAHS History Programs have all been on Zoom. Trying Hybrid Mystery Book Club with some success. Attendance is strong with online programs.

2019: average attendance – Note: two programs canceled because of weather

Seed Talks - 9.5

Mystery Book Club - 11.7

WBLAHS - 51.1

2021 average attendance

Seed Talks – 23

Mystery Book Clubs - 12.25 (Hybrid 14.25)

WBLAHS - 57.1

- Fewer children have been seen coming in without live storytimes, but drop-in programming has helped.

### **Library Services and Events**

Number of weekly storytimes, book clubs or other on-going programs

Make and Take Fridays – started every week since October 2021.

Outdoor storytimes at Tamarack, Farmer's Market, and a Firetruck visited the library in 2021.

Our children's librarian recorded several storytimes and Dial-a-Story readings

We held two Plant Swaps, one in Fall 2020, one in Spring 2021

Paws to Read dogs and handlers returned in Fall 2021.

WB Mystery Book Club – monthly

Seed Talks – 10 per year

White Bear Lake Area Historical Society programs – 11 per year

What is special and important about the library

In a very walkable, established downtown in a small city – less suburban feel

There has been a library on this corner since 1914

Open and accessible layout

Many meeting spaces of various sizes for the size of the building

Clerk Gordon McCue created the Post-it note Snoopy – alerting the public to service changes

Collection Highlights

Seed Library - 3,116 packets of seeds found new homes in 2021 – compared to 2079 in 2019.

12 laptops are available for use in the building

Large New Books display

Work Plan Project(s)

Building a more diverse collection – Children's Librarian conducted a partial diversity audit

Hired a new BIPOC Library Page

Enjoy seeing the faces of people learning they no longer have fines!

Key Partnerships

Seed Librarian and Horticulturist Pam Frink

WBL Area Historical Society – History programs and passive geocaching (126 finds in 2021)

Ramsey County Master Gardeners for Sustainability Programming and Plant Swaps

Paws to Read dogs and handlers – three pairs of them!

#### **LIBRARY DIRECTOR HIRING PROCESS UPDATE:**

Jennifer Otley, Human Resources Manager shared that the first-round interviews concluded last week, and that second-round interviews are scheduled to begin the week of January 26. Otley continued that 43 applications were received, and it is a competitive pool of candidates.

Johanna Berg, Deputy County Manager of Economic Growth and Community investment, asked that Otley send an email update to the Library Board about the hiring process and the Trustee's role in the process. Berg asked that all questions related to the search be directed to her or Otley.

#### **MAPLEWOOD RENOVATION UPDATE**

Yang shared that three high-level goals have emerged in the forefront for the renovation: enhancing welcomeness and inclusivity in the library spaces, providing flexible, multi-functional spaces for use, and building on the strength of the building that is already existing.

The next meeting is scheduled for Friday and Yang is planning on discussing the large spaces and how they will be used as well as community engagement. She explained that there are currently three events planned.



**2022-2024 ANNUAL AGENDA ITEMS**

Saltis explained that the proposed document gives a 3-year outlook for upcoming meetings. Some agenda items coincide with County processes like budget review. Due to the uncertainty of the future meetings and the ability to meet in-person, this calendar remains in draft form.

**CLOSING REMARKS**

Neblett thanked Ly-Xiong for her service, dedication, and leadership as the Board Chair.

**ADJOURNMENT**

Neblett made a motion to adjourn the meeting at 8:30pm. Perry seconded the motion, which was approved unanimously.

DRAFT

## DIRECTOR'S REPORT

**February 2022**

**January Staff Updates:**

Retired:

**Howard Morris**, Librarian II at RCL-Roseville

**Correctional Facility Work:** In September I reported that staff was working collaboratively with Community Corrections to offer services to residents of the correctional facilities. As an update, in our first week of service which was January 28<sup>th</sup>, we processed and delivered *99 books to 28 residents* which was four gray bins full!

Residents were exceedingly excited and grateful to receive their books. Outreach workers Carly Sanft and Rebecca Cooper received many, many thank you's - from both residents and staff alike. As Carly stated, "I think it is safe to say this new partnership and service will be the highlight of many residents' week".

In addition to Carly and Rebecca, a huge thank you goes out to Alyssa Stevenski, Meg Robertson, and Ann Wahlstrom for the roles they play in making this a successful partnership.

**Xcel Energy Request:** Xcel Energy has contacted Property Management regarding locating a regulator station on the property of the Ramsey County Library-Roseville. This structure would be an above ground regulator station replacing an old underground one across the street. Above ground stations are safer and they don't have the ability to place an above ground station at the current location. Property Management believes this new station would benefit our gas service at this location.

The proposal includes installing a fence around the station and they will work with us on the aesthetics of that enclosure. A fee will be negotiated for Xcel's use of this portion of the property. The work will commence sometime this spring/summer. A temporary use of an additional stretch of land north of the building along the street is also requested during the construction period.

**IT Consolidation:** The remaining consolidation work has primarily been focusing on updating infrastructure behind the scenes. The initial scope of consolidation is expected to be largely finalized by April. Some of the larger recent projects include:

- Moving the physical network (routers, switches, and cabling) used by the public at the library in Roseville to updated County equipment. This move will be completed on February 13<sup>th</sup>. This is the final (and largest) location requiring this work.
- Virtualizing and centralizing servers used to manage public computing and printing located in each library branch. These servers are being centralized at the library in Roseville. This work was completed February 3<sup>rd</sup>.
- Installation of several updated public access computers for real-world testing at the library in Roseville. Testing will begin the week of February 21<sup>st</sup>. Currently the library has 177 computers available for walk-in use that will begin being replaced in March (pending successful testing). Pre-COVID, the library had 335 computers available to patrons, so as supply chains and COVID restrictions lessen more computers will be added throughout the year.
- Migration of the Library's security cameras to the system used by Ramsey County Property Management. This work will be completed by February 11<sup>th</sup>.

Other pending work includes moving management of the material handling systems, digital signage, and security gates from the library network to the county network.

**Surplus Computer Project:** As part of their surplus efforts, the Digital Services Team provided a considerable amount of equipment to an organization called PCs for People. Through electronic reuse PCs for People provides the opportunity for low-income individuals and nonprofits to benefit from the life changing impact of computers and mobile internet. PCs for People's model contributes to environmental sustainability by intercepting usable computers before they reach landfills and refurbishing them for reuse.

A thank you message from the company's Business Development Manager was sent to applicable Ramsey County department contacts. According to the note, the company's overall demographics continue to be similar to prior years and include the following statistics:

- 100% of recipients are currently experiencing poverty (under 200% of the Federal Poverty line-roughly \$50,000 for a family of 4) with an average income of \$16,000.
- 41% of the families served had never owned a home computer.
- For families enrolled in the low-cost internet program, the average increase in income the first year is 15%

RCL is proud to support this national leader in digital inclusion!

#### **Countywide Update:**

**2022-2024 Bargaining:** On February 1<sup>st</sup>, the Ramsey County Board of Commissioners approved the three-year contract of nine AFSCME bargaining units. The two bargaining units representing RCL staff were included in the contract approval. A few bulleted highlights are listed below:

- Wage adjustments are 1.5% - 2022, 2.25% - 2023, and 2.25% - 2024.
- 2022 lump sum payments in recognition of pandemic work. For those required to work on-site, \$1,000 will be paid. All other staff who were not required to be on-site will be paid \$500.
- Subsidies will be given to minimize the impact of insurance increases.

*Karen Saltis*



## **Ramsey County Library Board Update February 2022**

### **Friends Year End Appeal Results**

We sent out a year-end appeal to increase Friends memberships and financial donations. The Friends Board of Directors generously provided a \$6,200 matching grant opportunity to support the year-end appeal. The result of the appeal was as follows:

Number of Donations: 209

Total Donations: \$39,270.25

New Members: 81

Lapsed Members: 34

Thank you to all who contributed to the year-end appeal.

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



Please check out the Friends Online Auction from February 17<sup>th</sup>- 24<sup>th</sup>, 2022 and invite your family and friends to have fun shopping while helping us fundraise for new items for 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, themed gift baskets and a book club party with Library Board Trustee and author, David Perry.

## Love your Library Campaign February – April 2022



The Friends launched the Love your Library Campaign – asking patrons, Board members, staff, Committee members and volunteers to share why/what they love about their library and the Friends on February 8, 2022. Comments are being requested by e-blast, on social media, on the website and from drop boxes at the 7 libraries. Respondents can answer the question online or by using drop boxes located at multiple locations at each library. There will be an incentive to participate. The responses will be used on our website, in the Explore newsletter and on social media to promote our libraries. We would appreciate hearing the Library Board's responses as part of this project. **Within 24 hours, we received 19 online responses to the Love your Library Campaign.**

## Friends Family Fun Day May/June 2022

We will be hosting a Family Fun Day in late spring/early summer to engage members, library patrons and community members. Details being developed – possible walk ending at the Shoreview destination park with an ice cream social. We are meeting with Shoreview General Manager and the Shoreview Library Branch Manager next week to begin planning the Friends Family Fun Day event.

## Friends Used Bookstore and Book Carts Are All Open

We are accepting gently used donations of books and media at all seven library locations – donations are limited to two bags per visit.

## Request for Library Board Action

Meeting Date  
February 16, 2022

Action Requested  
Ramsey County  
Board Liaison Report

Presented By  
Victoria Reinhardt,  
Commissioner

**SUBJECT:**

Report from Commissioner Victoria Reinhardt.

**BACKGROUND:**

Commissioner Reinhardt will present a verbal report to the Library Board of Trustees if available.

**BOARD ACTION REQUESTED:**

For information and discussion.

## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Information and  
Discussion

**Presented By**  
Karen Saltis,  
Interim Library Director

**SUBJECT:**

2021 Fourth Quarter Reports

**BACKGROUND:**

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

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

**BOARD ACTION REQUESTED:**

For information and discussion.

# Ramsey County Library | 2021 Work Plan

## Priority 1. Facilitate access by removing barriers.

Initiatives	Results and measures
<p><b>Advance equity, diversity and inclusion in practices</b></p> <ul style="list-style-type: none"> <li>○ Develop new programming partnerships re: EDI</li> <li>○ Determine path for assessing collection re: EDI</li> <li>○ Participate in county Racial Equity and Community Engagement team initiatives</li> <li>○ Utilize Amazon Echo devices for translation at service points</li> <li>○ Determine funding to support paid communications with communities of color</li> <li>○ Transition home delivery service to U.S. Mail delivery</li> <li>○ Pursue funding for mobile library</li> <li>○ Produce a new Community Survey</li> <li>○ Produce a 2022-2023 budget that supports equitable service delivery</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ Collaborated with partners including: MN Peacebuilding Institute, Tubman Center, and the Ramsey County Community Corrections Juvenile Detention Center.</li> <li>○ 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.</li> <li>○ 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.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ Collaborated with partners including: Allied Folk for Raising Allies Parenting Class + Dr Artika Tyner for series of virtual storytimes.</li> <li>○ 31% of items ordered in Q2 were racial equity selections.</li> <li>○ Staff attended training in Q2 and will be training all selectors in Q3.</li> <li>○ 10 patrons active and enrolled in home delivery service via U.S. Mail Delivery.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>○ 34.5% of items ordered in Q3 were racial equity selections.</li> <li>○ Delivered 136 items to homebound residents via 41 packages through U.S. Mail delivery project</li> <li>○ Collaborated with Do Good Roseville to present three programs in the Indigenous Minnesota series: Pauline Danforth on Place Name Reclamation, Don Eubanks</li> </ul>



## Ramsey County Library | 2021 Work Plan

	<p>on Ojibwe Sovereignty, and Sisokaduta on Dakota Language Preservation.</p> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"><li>○ Delivered 99 items to homebound residents via 37 packages through U.S. Mail delivery project</li></ul>
<p><b>Utilize technology to improve service</b></p> <ul style="list-style-type: none"><li>• Enhance print, scan and fax services</li><li>• Consider auto-renewal</li><li>• Consider text notifications</li><li>• Investigate Open Plus</li></ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"><li>○ Met with Metro Solutions and IS Project Management to begin planning for the Printer Consolidation and Cost Reduction project impacting all county facilities.</li></ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"><li>○ 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.</li><li>○ Completed audit of staff copy/scan/fax in preparation for the county's printer consolidation efforts.</li><li>○ Piloting Bluetooth headsets for service desk phones at New Brighton to allow staff the ability to roam and monitor phones.</li></ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"><li>○ Receive Library Board approval and submitted purchase order for eight new copy/scan/fax machines for all Library buildings.</li></ul>

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<p><b>Support strong leadership and planning</b></p> <ul style="list-style-type: none"> <li>• Successfully onboard and support Interim/new Director and Deputy Director</li> <li>• Produce a new strategic plan</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ Interim Library Director started January 6<sup>th</sup>.</li> <li>○ Interviewed and selected Deputy Director who began on March 31<sup>st</sup>.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ Onboarded new Deputy Director.</li> <li>○ Applied for \$25,000 in community engagement funds to be used to support the new strategic plan.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>○ Awarded \$25,000 of community engagement funds to be used to support the new strategic plan.</li> <li>○ Prepared statement of work document for strategic plan.</li> <li>○ Contacted select list of prospective vendors from County's Community Engagement Master Contract List.</li> </ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ Hired ACET, Inc to work on community engagement leading into the strategic planning process</li> <li>○ Worked with ACET to develop list of prospective stakeholders to engage</li> </ul>
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## Priority 2. Foster literacy and lifelong learning.

Initiatives	Results and measures
<p><b>Engage families and children through programming and outreach</b></p> <ul style="list-style-type: none"> <li>• Increase community distribution of Read. Make. Do. and other learning kits</li> <li>• Increase Summer Learning Program completion numbers</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Distributed 1456 children's Read. Make. Do. kits.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ Distributed 721 Teen Read. Make. Do. kits</li> <li>○ Distributed 1101 children's Read. Make. Do. kits.</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Teen summer learning program 492 teens registered, written a total of 1,519 reviews.</li> <li>○ Summer learning program – 1092 kids registered to participate.</li> <li>○ Created the Read. Make. Do. Kit and the Pre-K Storytime STEAM request forms, standardized the list distribution process, harvested the daily form entries.</li> <li>○ Created and maintained the Read. Make. Do. Kit and Pre-K Storytime STEAM webpages (including digital handouts, booklists, and corresponding kit videos).</li> </ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ Engaged 88 children in the 1,000 Books Before Kindergarten program.</li> <li>○ Re-launched “Fall into Winter with Parks” collaboration with Parks and Recreation and delivered service to 72 families</li> <li>○ Promoted library card registration to 122 classrooms and more than 2,500 students</li> </ul>
<p><b>Engage teens through vibrant programming/strategic partnerships</b></p> <ul style="list-style-type: none"> <li>• Introduce Life Skills programming for teens</li> <li>• Introduce Homework Help study hall</li> <li>• Implement 100 Books Before Graduation, 100 Books Before High School</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ Offered 3 different Life Skills class series, Financial Planning (Feb), Job Searching (Mar) and Household Economics (Apr), with 24 in attendance.</li> <li>○ Offered 5 Homework Help study hall sessions with 19 teens in attendance.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ 28 virtual gaming programs, 181 in attendance</li> <li>○ 10 book club programs, 61 in attendance</li> <li>○ 135 kids registered for 1000 books before Kindergarten</li> <li>○ Dial a Story launched June 1! 78 calls have been made to listen in.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>○ Reached 1,136 teens through a variety of programs.</li> <li>○ Held 22 Makerspace activities for teens.</li> <li>○ Hosted 70 virtual teen programs and 43 in-person activities.</li> </ul>

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	<p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ Reached 1,329 teens through 125 virtual and in-person programs.</li> <li>○ Held 31 Makerspace activities for teens.</li> </ul>
<p><b>Offer robust digital literacy and maker programs</b></p> <ul style="list-style-type: none"> <li>• Produce adult take-home maker kits</li> <li>• Continue digital literacy classes, drop-in and appointment help, virtually and in person – in and outside of libraries</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ Offered 11 Computers Classes for residents, reach 109 participants.</li> <li>○ Served 25 residents via Tech Help by Phone modified service.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ Expanded Tech Help Appointment by phone to 3 days a week.</li> <li>○ Added Tech Help by Appointment by Zoom weekly.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>○ Held 16 Computers Classes attended by 127 residents.</li> <li>○ Provided 24 Open Labs for tech assistance, which provided assistance to 46 individuals.</li> <li>○ Offered 6 sessions of Adult Makerspace, reaching 30 attendees.</li> </ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ Held 22 Computers Classes attended by 205 residents.</li> <li>○ Provided 56 Open Lab sessions for tech assistance, which provided help to 139 individuals.</li> </ul>
<p><b>Offer additional adult programs supporting education and enrichment</b></p> <ul style="list-style-type: none"> <li>• Meet community and County goals (core areas: digital literacy, workforce, economic prosperity, health, social services, arts, race/social issues, history)</li> <li>• Explore programming for developmentally delayed adults</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ Presented 19 History programs, reaching 1724 participants.</li> <li>○ Offered 7 Community Wellbeing sessions which were attended by 187 residents.</li> <li>○ Served 73 attendees of Environmental Classes over 5 programs.</li> </ul>

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	<p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ Presented 21 History programs viewed by 3,318 residents</li> <li>○ Provided 200 adult programs on a variety of subjects to 4,163 residents.</li> <li>○ Adult program topics included setting up a small business, resume writing, fake news, the Tuesday with a scholar series, and more.</li> <li>○ Program partners included Workforce Solutions, SCORE, Do Good Roseville, Osher Lifelong Learning Center, Ramsey County Master Gardeners, and more.</li> </ul>
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## Priority 3. Maximize learning and exploration through dynamic use of technology, library, and community space.

Initiatives	Results and measures
<p><b>Deliver dynamic library spaces and events</b></p> <ul style="list-style-type: none"> <li>○ Expand access to maker equipment re: reservation, permanent space</li> <li>○ Develop new maker classes and guidelines</li> <li>○ Complete MP design and begin renovation</li> <li>○ Request CIP funds to resolve the use of the MP café and possibly expand Community Room</li> <li>○ Request CIP funds to repurpose the RV café and develop digital learning center</li> <li>○ Plan for express service model and subsequent models of reopening at all sites</li> <li>○ Collaborate with planning for county service delivery at sites</li> <li>○ Complete the renovation of DS office</li> <li>○ Improve shading and comfort in RV garden</li> <li>○ Add outlets RV second floor</li> <li>○ Refurbish furniture</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ 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.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ Property Management and Procurement finalized the Request for Proposals (RFP) for the Maplewood Remodel Project.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>○ 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.</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Created Maker Adult web page to support events and programming pages (<a href="https://www.rclreads.org/makeradult">https://www.rclreads.org/makeradult</a>)</li> </ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ Engaged property management to develop estimates for expanded electrical, furniture and non-structural walls for maker programming in Roseville atrium.</li> </ul>
<p><b>Enhance digital services</b></p> <ul style="list-style-type: none"> <li>● Migrate to Overdrive and support communication to patrons and staff</li> <li>● Implement consistent branding and production standards for videos</li> <li>● Strengthen readers advisory resources on website</li> <li>● Expand digital literacy resources on website</li> <li>● Organize maker resources on website for patrons and staff</li> <li>● Replace self-check-out</li> <li>● Lay groundwork for ILS renewal</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>○ Completed migration from RB Digital and Cloud Library to OverDrive and Libby.</li> <li>○ Updated the Staff Picks page to include lists beyond monthly picks.</li> <li>○ Re-organized behind the scenes website taxonomies and applied them to staff lists to make finding related content easier for patrons and staff.</li> <li>○ Created Staff List Submission form for highlighting staff lists on the website; sent to Kids, Teen, and Adult list coordinators.</li> <li>○ Working on RFP document with procurement for self-checks.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ Created video tutorials (published on Website within Niche) <i>Searching the Ramsey County Library Catalog</i> and <i>Managing your Library User Account</i>.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>○ Released Self-Check solicitation (RFP) on September 15<sup>th</sup>.</li> <li>○ Engaged Information Services to discuss ILS renewal steps.</li> <li>○ Began assessment of available website analytics, including investigation of Google Data Studio templates to provide statistics for readers advisory content on website.</li> </ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>○ ILS renewal approved for up to five annual renewals. Contract is being routed for signatures. Completed self-check solicitation process, selected vendor, and began contract negotiations.</li> </ul>

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<p><b>Ensure an active, equitable community presence and services</b></p> <ul style="list-style-type: none"> <li>Resume and expand service to seniors and at pop-up library partner sites</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>Received approval to resume outreach activities.</li> <li>Began contacting Senior facility partners about willingness to receive visits.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>1,006 total interactions.</li> <li>62 new Library cards issued.</li> <li>413 items checked out.</li> <li>188 Read.Make.Do kits distributed.</li> </ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"> <li>Had 5,316 interactions at outreach events.</li> <li>Registered 290 new Library cards at community events.</li> <li>Circulate 903 items at Pop Up sites.</li> <li>Delivered services to 13 senior facilities.</li> </ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"> <li>Had 1,733 interactions at outreach events.</li> <li>Registered 35 new Library cards at community events.</li> <li>Circulated 1,662 items at Pop Up sites.</li> <li>Delivered services at 15 senior facilities site visits.</li> </ul>
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## Priority 4. Work proactively with partners to support community well-being.

Initiatives	Results and measures
<p><b>Engage partners to support shared community well-being goals</b></p> <ul style="list-style-type: none"> <li>Expand engagement with ISD622 and MV re: ConnectEd project and other plans</li> <li>Continue to engage ULEAD workers to support programming and kit production</li> <li>Leverage CTEP Americorps members</li> <li>Continue meal programs</li> <li>Expand work with corrections</li> <li>Develop guidelines to align partnerships, vendor decisions, and related with our EDI goals and other strategic goals</li> </ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"> <li>First quarter additions to the ConnectEd program. <ul style="list-style-type: none"> <li>North St Paul (District 622): 79</li> <li>Roseville (District 623): 7</li> <li>White Bear Lake (District 624): 4</li> </ul> </li> <li>Kindergarten Card Party virtual card distribution was 340.</li> </ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"> <li>3 teen workers through HIRED.</li> <li>Hires were made for the 22-23 new year.</li> <li>Distributed 2,625 meals through meal program.</li> </ul>

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	<p><b>Quarter 3</b></p> <ul style="list-style-type: none"><li>○ Engaged with the Mounds View school district to offer library cards to students through the ConnectEd project for the 2021-22 school year.</li><li>○ 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.</li></ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"><li>○ Fourth quarter additions to the ConnectEd program.<ul style="list-style-type: none"><li>○ Roseville (District 623): 515</li><li>○ White Bear Lake (District 624): 840</li><li>○ Mounds View (District 621): 36</li></ul></li></ul>
<p><b>Align with the Friends and volunteers</b></p> <ul style="list-style-type: none"><li>• Support new Friend's director in fall</li><li>• Support Friends' fundraising goals</li></ul>	<p><b>Quarter 1</b></p> <ul style="list-style-type: none"><li>○ Promoted Friends online fundraising event in lieu of the annual Gala.</li></ul> <p><b>Quarter 2</b></p> <ul style="list-style-type: none"><li>○ Library Director participate in Friends Executive Committee and Board meetings to provide updates on Library activities</li><li>○ Monthly meetings with the Friends Executive Director to share information</li></ul> <p><b>Quarter 3</b></p> <ul style="list-style-type: none"><li>○ Support new Friend's director as she acclimates to her role.</li></ul> <p><b>Quarter 4</b></p> <ul style="list-style-type: none"><li>○ Continue ongoing monthly meetings with Friend's director and Executive Committee</li><li>○ Prepare and submit 2022 request for funding</li></ul>



## Memorandum

**To:** Ramsey County Library Board

**From:** Mary Larson

**Date:** February 8, 2022

**Subject:** Fourth Quarter 2021 Financial Report

Attached is the 4<sup>th</sup> quarter 2021 financial report. Highlights include:

- ❖ Property tax revenues and County Program Aid exceeded projections for 2021 by almost \$160,000, offsetting shortfalls in Library-generated revenue in the areas of Interest on Investments and Building & Structures rental revenue.
- ❖ Transfers to/from Other Funds includes \$36,000+ in revenue transferred to the Library for 2021 negotiated salary adjustments, and \$16,000+ for personnel costs for the positions transferred to EGCI Finance & Accounting during the fourth quarter.
- ❖ The Library utilized \$581,000 of its Fund Balance in 2021 to avoid reductions in service. The total included \$225,000 used to supplement the materials collection; \$190,000 to offset the loss of Library Fines revenue due to the suspension of adult late charges during the pandemic; and \$166,000 to offset the increase to the Library's vacancy factor.
- ❖ Expenditures for salaries and benefits were close to projections for the year, with approximately \$100,000 remaining at year end. Other services and charges were also on track, with a small surplus resulting from a credit for Property Management fees paid by the Service Centers and Career Lab in the Library. Supplies were less than budgeted due to library facilities being closed to in-person service in early 2021, and reduced traffic once facilities reopened.
- ❖ Unexpended funds from the 2021 operating budget are recommended for carryover to supplement the Library's collection budget, which was reduced by \$225,000 per year in 2022 and 2023 due to the loss of the fund balance supplement utilized for the past several years.

## LIBRARY OPERATIONS

### CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THROUGH DECEMBER 31, 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
<b>Revenue</b>									
Taxes	11,120,482	11,120,482	11,261,836	101%	(141,354)	11,361,531	11,375,198	100%	(13,667)
County Program Aid	679,566	679,566	697,286	103%	(17,720)	678,210	678,210	100%	0
Fines	50,000	50,000	59,801	120%	(9,801)	240,000	94,912	40%	145,088
MELSA	200,000	200,000	197,564	99%	2,436	200,000	197,564	99%	2,436
PERA Rate Increase Aid	0	0	0	N/A	0	0	10,409	NA	(10,409)
Duplicating Copies/Sales	79,000	79,000	40,825	52%	38,175	79,000	28,736	36%	50,264
Interest on Investments	75,000	75,000	912	1%	74,088	75,000	11,344	15%	63,657
Building & Structures (Rent)	78,300	78,300	3,220	4%	75,080	76,400	15,119	20%	61,281
Recoveries	0	15,361	57,058	371%	(41,697)	0	87,188	N/A	(87,188)
Transfers To/From Other Funds	0	19,378	19,378	100%	0	0	0	N/A	0
Use of Fund Balance	581,000	581,000	581,000	100%	0	225,000	225,000	100%	0
<b>Total Revenue</b>	<b>12,863,348</b>	<b>12,898,087</b>	<b>12,918,880</b>	<b>100%</b>	<b>(20,793)</b>	<b>12,935,141</b>	<b>12,723,680</b>	<b>98%</b>	<b>211,461</b>
<b>Expenditures</b>									
Salaries and Fringe Benefits*	8,171,997	8,088,399	8,087,368	100%	1,031	8,275,262	7,942,962	96%	332,300
Other Services & Charges	3,275,151	3,270,418	3,217,625	98%	52,793	3,267,029	3,208,971	98%	58,058
Supplies	180,000	180,000	117,218	65%	62,782	180,000	103,560	58%	76,440
Capital Outlay	61,200	61,200	3,742	6%	57,458	62,850	6,448	10%	56,403
Books, Periodicals, Etc.	1,175,000	1,298,070	1,085,144	84%	212,925	1,150,000	1,029,359	90%	120,641
	<b>12,863,348</b>	<b>12,898,087</b>	<b>12,511,097</b>	<b>97%</b>	<b>386,990</b>	<b>12,935,141</b>	<b>12,291,300</b>	<b>95%</b>	<b>643,841</b>
Inc/(Dec) to Fund Balance			407,782				432,379		

\* 2021 Salary expenditures through paydate 1/21/22.

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

**LIBRARY OPERATIONS  
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES  
YEAR TO DATE THROUGH DECEMBER 31, 2021**

	2021			Actual as a
	Reserve Amount	Year to Date Actual Cash Disbursements	Balance Unexpended 12/31/21	% of Reserve Year to Date
<b><u>Expenditures</u></b>				
2020 Operating Budget Reserves	61,815.61	61,754.94	60.67	100%
2019 Operating Budget Reserves	199,425.00	61,230.70	138,194.30	31%
2018 Operating Budget Reserves	235,000.00	167,390.99	67,609.01	71%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS  
CURRENT YEAR DISBURSEMENTS  
YEAR TO DATE THROUGH DECEMBER 31, 2021**

	2021			Actual as a % of Budget To Date
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 12/31/21	
<b><u>Expenditures</u></b>				
2021 MELSA Technology Grant	248,700.00	73,305.47	175,394.53	29%
2016 MELSA Technology Grant	104,000.00	103,821.75	178.25	100%

**OTHER LIBRARY FUNDS  
YEAR TO DATE RECEIPTS & DISBURSEMENTS  
THROUGH DECEMBER 31, 2021**

<u><b>Fund</b></u>	<b>2021</b>			
	<b>Cash Balance Beginning of Year</b>	<b>Cash Receipts Year to Date</b>	<b>Year to Date Actual Cash Disbursements</b>	<b>Cash Balance as of 12/31/21</b>
Rental Collection Revenue	60,523.68	0.00	0.00	60,523.68
Library Gift Fund	387,116.84	176,564.93	152,426.15	411,255.62
Roseville Library Capital Campaign Gift Fund	8,825.08	0.00	884.83	7,940.25

# SUMMARY OF GIFTS RECEIVED

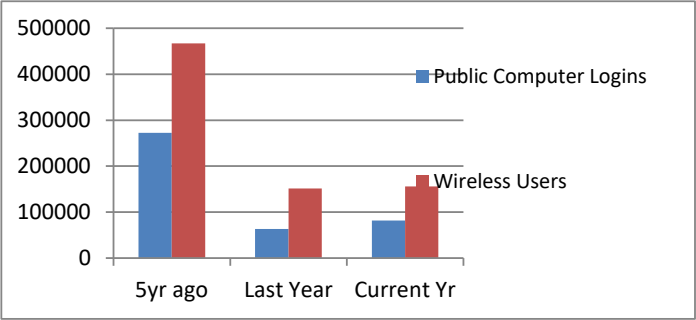
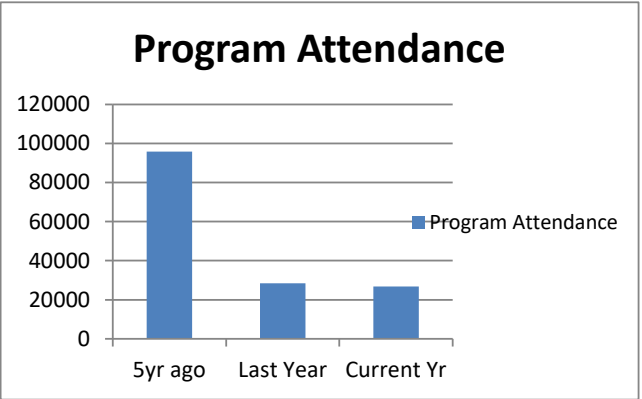
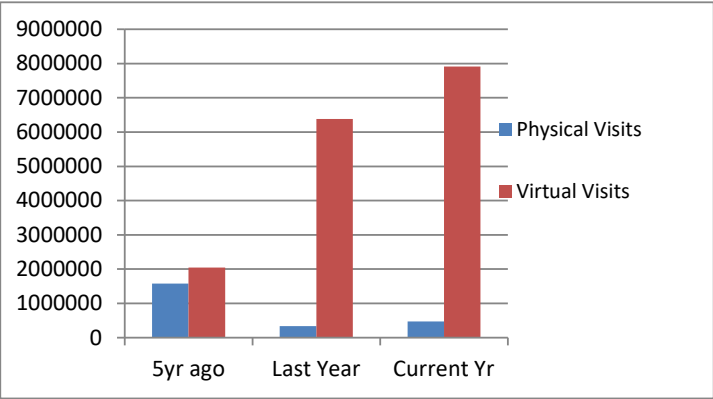
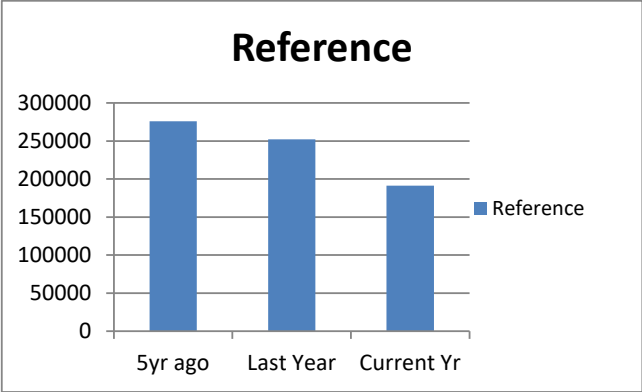
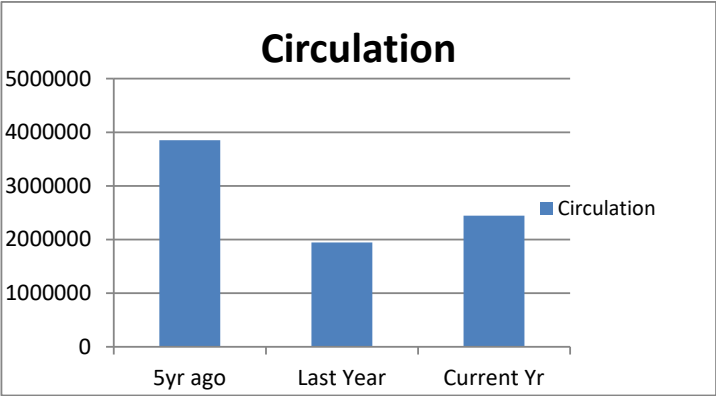
## OCTOBER - DECEMBER 2021

Donor	Purpose	Branch	Amount
Marjorie Carr	Undesignated	System	\$250.00
Metropolitan Library Service Agency	Legacy Programming	System	\$420.05
Mary Morris Wolsey	Barbara Grudt Memorial	System	\$40.00
Friends of the Ramsey County Library	Lending Collection	Roseville	\$500.00
	Large Print Books	System	\$120.00
	Children's Summer Learning Program	System	\$5,500.00
	Teen Summer Learning Program	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
PEO Sisterhood	Undesignated	Roseville	\$25.00
Friends of the Ramsey County Library	Ebooks and Magazines	System	\$250.00
	Lending Collection	Shoreview	\$1,000.00
	Lynette Lindmark Memorial/Lending Collection	Shoreview	\$1,456.05
	Mary Ann Lindberg Memorial/Lending Collection	Roseville	\$1,815.42
	Mary Ann Lindberg	Shoreview	\$1,815.43
Metropolitan Library Service Agency	Jobs & Small Business Programming	System	\$1,700.00
<b>TOTAL:</b>			<b>\$34,266.95</b>

## Statistical Trends 2021 Final Report

- Statistics for this quarter and the year will be heavily impacted by COVID-19. In-person browsing was phased back in between March and May of 2021.
- Overall circulation for the year increased 26% from 2020. These 2.4 million transactions represent approximately 71% of the transactions seen in the last pre-pandemic year, 2019. Children's material circulation was at 68% compared to 2019.
- Circulation of downloadable electronic materials had risen by more than 33% in 2020, and accounted for 32% of total transactions that year, more than doubling the proportion seen in 2019. This year, this growth leveled off and was -3% for the year as, perhaps, some users returned to physical materials. Compared to 2019, these electronic transactions are still up 30%. RCL e-book holdings exceed 43,000 items. In addition, RCL patrons have access to significant content through MELSA peer libraries. An ongoing growth area has been usage of downloadable audiobooks where demand increased about 18% last year on top of the 22% growth the prior year. Usage of this collection has now surpassed 195,000 transactions per year.
- Physical visit counts by residents changed dramatically compared to prior year as most buildings were not open for physical visits for most of 2020. Compared to 2019, physical visits were 34% of typical for the year. Because most buildings didn't open until April, a better comparison may be looking at just Q3 and Q4, where visits were 43% of 2019.
- The number of holds placed by patrons declined since 2020 when placing holds was necessary for curbside pickup. However, the 600,000 holds placed this year still remain very high by historical standards. This level of business is 38% more than seen in 2019.
- Donated materials valued at \$12,305 were added to the collection in 2021.
- Usage of public computers exceeded 80,000 logins in 2021. This represents 29% growth since 2020. This is about 1/3 of what was seen in 2019. Similarly, wireless connections were 155,000 in 2021. Again, while this is growth from 2020, it is less than 1/3 of the 2019 usage.

Core Service Trends -- Q3





Branches by Quarter 2021

Total materials circulated						Children's materials circulated					Registrations				
	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	40,018	52,122	74,788	64,807	231,735	14,486	20,585	31,856	26,306	93,233	179	246	348	325	1,098
Mounds View	16,066	20,626	27,193	21,969	85,854	7,805	11,271	15,771	11,845	46,692	13	82	111	101	307
New Brighton	20,123	29,139	36,801	32,508	118,571	10,722	16,560	21,443	17,670	66,395	34	129	178	154	495
North St. Paul	6,640	8,790	11,624	12,030	39,084	2,125	2,908	4,324	5,133	14,490	15	35	77	52	179
Roseville	128,060	200,046	227,116	194,611	749,833	58,438	96,776	113,287	90,195	358,696	498	888	1,207	915	3,508
Shoreview	79,866	113,125	136,193	114,277	443,461	42,277	66,149	81,122	65,172	254,720	205	281	441	331	1,258
White Bear Lake	23,298	35,101	51,958	42,239	152,596	10,340	17,161	27,326	20,301	75,128	28	104	210	133	475
Tech Services	4,113	3,827	3,707	3,131	14,778	854	605	682	544	2,685	34	61	60	34	189
Remote Renewal	134	215	178	155	682	29	32	21	6	88					
E-circulation	148,415	142,778	155,871	158,934	605,998										
Total	466,733	605,769	725,429	644,661	2,442,592	147,076	232,047	295,832	237,172	912,127	1,006	1,826	2,632	2,045	7,509

Total reference						Visits					Meeting room use by outside groups				
	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	11,336	9,789	8,814	7,956	37,895	2,991	18,844	33,021	30,624	85,480	0	0	0	0	0
Mounds View	1,781	2,782	2,951	4,017	11,531	0	1,912	5,000	2,369	9,281	0	0	0	0	0
New Brighton	1,430	3,575	2,964	4,199	12,168	0	8,752	12,747	4,067	25,566	0	0	0	0	0
North St. Paul	871	1,456	1,755	1,560	5,642	0	3,463	6,126	2,087	11,676	0	0	0	0	0
Roseville	18,927	22,048	2,138	18,876	61,989	29,086	29,276	42,496	38,763	139,621	0	0	0	0	0
Shoreview	7,670	6,669	9,051	7,124	30,514	28,525	33,371	43,508	35,178	140,582	0	0	0	0	0
White Bear Lake	2,223	3,133	3,822	3,198	12,376	0	10,293	19,332	16,238	45,863	0	0	0	0	0
Total	44,238	49,452	31,495	46,930	172,115	60,602	105,911	162,230	129,326	458,069	0	0	0	0	0

Public computer logins						Hours of computer use					Wireless users				
	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	2,991	3,951	5,665	5,294	17,901	2,609	3,290	4,578	4,409	14,885	2,847	3,684	8,208	9,507	24,246
Mounds View	0	466	1,079	1,041	2,586	0	317	712	693	1,722	224	357	389	423	1,393
New Brighton	0	939	2,026	2,099	5,064	21	570	1,276	1,340	3,208	756	1,132	1,069	1,135	4,092
North St. Paul	76	296	579	523	1,474	0	230	399	349	978	582	387	368	562	1,899
Roseville	5,893	9,759	13,325	12,394	41,371	5,470	9,493	8,257	10,694	33,914	12,936	15,413	28,719	37,479	94,547
Shoreview	2,167	2,213	3,296	3,045	10,721	2,485	2,097	2,786	2,574	9,942	4,571	4,469	7,105	8,888	25,033
White Bear Lake	0	480	914	1,049	2,443	0	307	516	593	1,416	446	533	1,783	1,718	4,480
Total	11,127	18,104	26,884	25,445	81,560	10,585	16,303	18,524	20,652	66,064	22,362	25,975	47,641	59,712	155,690

Volunteer hours					
	Q1	Q2	Q3	Q4	YTD Total
Maplewood	254.00	329.00	437.50	1,416.25	2,436.75
Mounds View	0.00	0.00	0.00	43.00	43.00
New Brighton	0.00	28.00	57.75	56.25	142.00
North St. Paul	0.00	0.00	0.00	0.00	0.00
Roseville	589.00	621.00	742.50	2,667.75	4,620.25
Shoreview	346.00	342.15	369.45	1,447.85	2,505.45
White Bear Lake	256.00	228.75	265.00	1,012.00	1,761.75
Administration	0.00	0.00	0.00	0.00	0.00
Technical Services	0.00	0.00	0.00	0.00	0.00
Friends	0.00	0.00	0.00	0.00	0.00
Total	1,445.00	1,548.90	1,872.20	6,643.10	11,509.20

**Children's programs**
**Children's program attendance**
**Children's self-directed activities**
**Views of recorded events**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	YTD Total
Maplewood	0	0	1	0	1	0	0	65	0	65	214	321	66	118	719	0
Mounds View	0	0	3	0	3	0	0	103	0	103	75	113	0	334	522	0
New Brighton	0	0	2	0	2	0	0	48	0	48	106	159	10	206	481	0
North St. Paul	0	0	5	0	5	0	0	187	0	187	36	54	0	190	280	0
Roseville	0	0	14	27	41	0	0	462	276	738	646	969	55	281	1,951	0
Shoreview	0	0	12	10	22	0	0	297	61	358	384	575	129	419	1,507	0
White Bear Lake	0	0	6	27	33	0	0	107	319	426	144	216	50	158	568	0
Admin / Virtual	16	14	11	12	53	312	1309	177	189	1987	0	0	0	0	0	15,660
<b>Total</b>	16	14	54	76	160	312	1,309	1,446	845	3,912	1,605	2,407	310	1,706	6,028	15,660

**Teen programs**
**Teen program attendance**
**Teen self-directed activities**
**Views of recorded events**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	YTD Total
Maplewood	13	17	33	68	131	390	405	712	991	2,498	0	0	0	182	182	0
Mounds View	0	0	0	0	0	0	0	0	0	0	0	0	0	64	64	0
New Brighton	0	0	0	0	0	0	0	0	0	0	0	0	0	90	90	0
North St. Paul	0	0	0	0	0	0	0	0	0	0	0	0	0	31	31	0
Roseville	0	1	3	17	21	0	45	0	34	79	0	0	0	550	550	0
Shoreview	0	2	7	18	27	0	60	100	61	221	0	0	0	327	327	0
White Bear Lake	0	0	0	0	0	0	0	0	0	0	0	0	0	123	123	0
Admin / Virtual	61	84	70	22	237	249	364	324	243	1180	0	0	0	0	0	230
<b>Total</b>	74	104	113	125	416	639	874	1,136	1,329	3,978	0	0	0	1,367	1,367	230

**Adult programs**
**Adult program attendance**
**Adult self-directed activities**
**Views of recorded events**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	YTD Total
Maplewood	0	0	3	19	22	0	0	6	37	43	0	0	0	0	0	0
Mounds View	0	0	0	6	6	0	0	0	24	24	0	0	0	0	0	0
New Brighton	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
North St. Paul	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0
Roseville	0	0	23	71	94	0	0	68	341	409	0	0	0	0	0	0
Shoreview	0	0	8	30	38	0	0	12	44	56	0	0	0	0	0	0
White Bear Lake	0	0	1	6	7	0	0	14	39	53	236	138	81	89	544	0
Admin / Virtual	106	124	66	67	363	8,418	5,963	1,125	3,912	19,418	78	115	150	147	490	2,720
<b>Total</b>	106	124	101	201	532	8,418	5,963	1,225	4,397	20,003	314	253	231	236	1,034	2,720

**Outreach Contacts**

	Children's	Teen	Pop Up Library	Other Adult
Quarter 1	0	0	0	0
Quarter 2	361	75	1,006	0
Quarter 3	171	93	5,316	0
Quarter 4	1,201	57	475	0
<b>YTD Total</b>	1,733	225	6,797	0

Branches by Quarter 2021

Total materials circulated						Children's materials circulated					Registrations				
	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	40,018	52,122	74,788	64,807	231,735	14,486	20,585	31,856	26,306	93,233	179	246	348	325	1,098
Mounds View	16,066	20,626	27,193	21,969	85,854	7,805	11,271	15,771	11,845	46,692	13	82	111	101	307
New Brighton	20,123	29,139	36,801	32,508	118,571	10,722	16,560	21,443	17,670	66,395	34	129	178	154	495
North St. Paul	6,640	8,790	11,624	12,030	39,084	2,125	2,908	4,324	5,133	14,490	15	35	77	52	179
Roseville	128,060	200,046	227,116	194,611	749,833	58,438	96,776	113,287	90,195	358,696	498	888	1,207	915	3,508
Shoreview	79,866	113,125	136,193	114,277	443,461	42,277	66,149	81,122	65,172	254,720	205	281	441	331	1,258
White Bear Lake	23,298	35,101	51,958	42,239	152,596	10,340	17,161	27,326	20,301	75,128	28	104	210	133	475
Tech Services	4,113	3,827	3,707	3,131	14,778	854	605	682	544	2,685	34	61	60	34	189
Remote Renewal	134	215	178	155	682	29	32	21	6	88					
E-circulation	148,415	142,778	155,871	158,934	605,998										
Total	466,733	605,769	725,429	644,661	2,442,592	147,076	232,047	295,832	237,172	912,127	1,006	1,826	2,632	2,045	7,509

Total reference						Visits					Meeting room use by outside groups				
	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	11,336	9,789	8,814	7,956	37,895	2,991	18,844	33,021	30,624	85,480	0	0	0	0	0
Mounds View	1,781	2,782	2,951	4,017	11,531	0	1,912	5,000	2,369	9,281	0	0	0	0	0
New Brighton	1,430	3,575	2,964	4,199	12,168	0	8,752	12,747	4,067	25,566	0	0	0	0	0
North St. Paul	871	1,456	1,755	1,560	5,642	0	3,463	6,126	2,087	11,676	0	0	0	0	0
Roseville	18,927	22,048	2,138	18,876	61,989	29,086	29,276	42,496	38,763	139,621	0	0	0	0	0
Shoreview	7,670	6,669	9,051	7,124	30,514	28,525	33,371	43,508	35,178	140,582	0	0	0	0	0
White Bear Lake	2,223	3,133	3,822	3,198	12,376	0	10,293	19,332	16,238	45,863	0	0	0	0	0
Total	44,238	49,452	31,495	46,930	172,115	60,602	105,911	162,230	129,326	458,069	0	0	0	0	0

Public computer logins						Hours of computer use					Wireless users				
	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	2,991	3,951	5,665	5,294	17,901	2,609	3,290	4,578	4,409	14,885	2,847	3,684	8,208	9,507	24,246
Mounds View	0	466	1,079	1,041	2,586	0	317	712	693	1,722	224	357	389	423	1,393
New Brighton	0	939	2,026	2,099	5,064	21	570	1,276	1,340	3,208	756	1,132	1,069	1,135	4,092
North St. Paul	76	296	579	523	1,474	0	230	399	349	978	582	387	368	562	1,899
Roseville	5,893	9,759	13,325	12,394	41,371	5,470	9,493	8,257	10,694	33,914	12,936	15,413	28,719	37,479	94,547
Shoreview	2,167	2,213	3,296	3,045	10,721	2,485	2,097	2,786	2,574	9,942	4,571	4,469	7,105	8,888	25,033
White Bear Lake	0	480	914	1,049	2,443	0	307	516	593	1,416	446	533	1,783	1,718	4,480
Total	11,127	18,104	26,884	25,445	81,560	10,585	16,303	18,524	20,652	66,064	22,362	25,975	47,641	59,712	155,690

Volunteer hours					
	Q1	Q2	Q3	Q4	YTD Total
Maplewood	254.00	329.00	437.50	1,416.25	2,436.75
Mounds View	0.00	0.00	0.00	43.00	43.00
New Brighton	0.00	28.00	57.75	56.25	142.00
North St. Paul	0.00	0.00	0.00	0.00	0.00
Roseville	589.00	621.00	742.50	2,667.75	4,620.25
Shoreview	346.00	342.15	369.45	1,447.85	2,505.45
White Bear Lake	256.00	228.75	265.00	1,012.00	1,761.75
Administration	0.00	0.00	0.00	0.00	0.00
Technical Services	0.00	0.00	0.00	0.00	0.00
Friends	0.00	0.00	0.00	0.00	0.00
Total	1,445.00	1,548.90	1,872.20	6,643.10	11,509.20

**Children's programs**
**Children's program attendance**
**Children's self-directed activities**
**Views of recorded events**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	YTD Total
Maplewood	0	0	1	0	1	0	0	65	0	65	214	321	66	118	719	0
Mounds View	0	0	3	0	3	0	0	103	0	103	75	113	0	334	522	0
New Brighton	0	0	2	0	2	0	0	48	0	48	106	159	10	206	481	0
North St. Paul	0	0	5	0	5	0	0	187	0	187	36	54	0	190	280	0
Roseville	0	0	14	27	41	0	0	462	276	738	646	969	55	281	1,951	0
Shoreview	0	0	12	10	22	0	0	297	61	358	384	575	129	419	1,507	0
White Bear Lake	0	0	6	27	33	0	0	107	319	426	144	216	50	158	568	0
Admin / Virtual	16	14	11	12	53	312	1309	177	189	1987	0	0	0	0	0	15,660
<b>Total</b>	16	14	54	76	160	312	1,309	1,446	845	3,912	1,605	2,407	310	1,706	6,028	15,660

**Teen programs**
**Teen program attendance**
**Teen self-directed activities**
**Views of recorded events**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	YTD Total
Maplewood	13	17	33	68	131	390	405	712	991	2,498	0	0	0	182	182	0
Mounds View	0	0	0	0	0	0	0	0	0	0	0	0	0	64	64	0
New Brighton	0	0	0	0	0	0	0	0	0	0	0	0	0	90	90	0
North St. Paul	0	0	0	0	0	0	0	0	0	0	0	0	0	31	31	0
Roseville	0	1	3	17	21	0	45	0	34	79	0	0	0	550	550	0
Shoreview	0	2	7	18	27	0	60	100	61	221	0	0	0	327	327	0
White Bear Lake	0	0	0	0	0	0	0	0	0	0	0	0	0	123	123	0
Admin / Virtual	61	84	70	22	237	249	364	324	243	1180	0	0	0	0	0	230
<b>Total</b>	74	104	113	125	416	639	874	1,136	1,329	3,978	0	0	0	1,367	1,367	230

**Adult programs**
**Adult program attendance**
**Adult self-directed activities**
**Views of recorded events**

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	YTD Total
Maplewood	0	0	3	19	22	0	0	6	37	43	0	0	0	0	0	0
Mounds View	0	0	0	6	6	0	0	0	24	24	0	0	0	0	0	0
New Brighton	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
North St. Paul	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0
Roseville	0	0	23	71	94	0	0	68	341	409	0	0	0	0	0	0
Shoreview	0	0	8	30	38	0	0	12	44	56	0	0	0	0	0	0
White Bear Lake	0	0	1	6	7	0	0	14	39	53	236	138	81	89	544	0
Admin / Virtual	106	124	66	67	363	8,418	5,963	1,125	3,912	19,418	78	115	150	147	490	2,720
<b>Total</b>	106	124	101	201	532	8,418	5,963	1,225	4,397	20,003	314	253	231	236	1,034	2,720

**Outreach Contacts**

	Children's	Teen	Pop Up Library	Other Adult
Quarter 1	0	0	0	0
Quarter 2	361	75	1,006	0
Quarter 3	171	93	5,316	0
Quarter 4	1,201	57	475	0
<b>YTD Total</b>	1,733	225	6,797	0

## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Information and Discussion

**Presented By**  
Mickey Ladich,  
Building Services Manager

**SUBJECT:**

4<sup>th</sup> Quarter 2021 Incident Reporting

**BACKGROUND:**

The number of incidents increased from 21 incidents in the 3rd quarter of 2021 to 26 incidents in the 4<sup>th</sup> quarter.

**BOARD ACTION REQUESTED:**

For Information and Discussion.

## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Information and Discussion

**Presented By**  
Mickey Ladich,  
Building Services Manager

**SUBJECT:**

4<sup>th</sup> Quarter 2021 Incident Reporting

**BACKGROUND:**

The number of incidents increased from 21 incidents in the 3rd quarter of 2021 to 26 incidents in the 4<sup>th</sup> quarter.

**BOARD ACTION REQUESTED:**

For Information and Discussion.

### Incident Report Comparison First Quarter

	2016	2017	2018	2019	2020	2021
New Brighton	2	1	0	1	0	
Maplewood	12	1	6	12	15	4
Mounds View	1	1	1	0	0	
North St. Paul	0	0	0	0	0	
Roseville	20	14	16	7	5	2
Shoreview	6	3	1	4	2	2
White Bear Lake	0	1	2	0	1	
	41	21	26	24	23	8

### Incident Report Comparison Second Quarter

	2016	2017	2018	2019	2020	2021
New Brighton	0	0	0	0	0	1
Maplewood	14	6	8	19	2	5
Mounds View	2	2	0	0	0	
North St. Paul	1	1	1	5	0	1
Roseville	18	10	11	11	2	8
Shoreview	2	4	5	8	0	
White Bear Lake	5	4	3	2	0	3
	42	27	28	45	4	18

### Incident Report Comparison Third Quarter

	2016	2017	2018	2019	2020	2021
New Brighton	1	2	1	0	0	0
Maplewood	20	11	11	13	3	8
Mounds View	1	2	0	0	0	0
North St. Paul	0	0	0	1	1	3
Roseville	18	6	24	18	5	7
Shoreview	1	4	6	7	3	0
White Bear Lake	4	10	6	5	0	3
	45	35	48	44	12	21

### Incident Report Comparison Fourth Quarter

	2016	2017	2018	2019	2020	2021
New Brighton	2	2	0	0	0	2
Maplewood	15	9	12	19	1	12
Mounds View	1	2	0	0	0	0
North St. Paul	0	1	2	0	1	0
Roseville	16	14	17	14	3	8
Shoreview	7	9	9	2	3	3
White Bear Lake	0	2	1	0	0	1
	41	39	41	35	8	26

Totals	169	122	143	148	47	73
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## Request for Library Board Action

Meeting Date  
February 16, 2022

Action Requested Award  
Gold Card

Presented By  
Karen Saltis,  
Interim Library Director

**SUBJECT:**

Award Library Gold Card

**BACKGROUND:**

Ramsey County Library awards gold cards to volunteers and other individuals whose contributions have enhanced services to our library patrons. Library Board Trustee Marisol Chiclana-Ayala completed her second consecutive term in December 2021. To honor her service on the Library Board and her contributions to the Library and the community, a gold card is proposed for Chiclana-Ayala.

**BOARD ACTION REQUESTED:**

To award a Library Gold Card to Marisol Chiclana-Ayala as a symbol of appreciation for her contributions to Ramsey County Library and to authorize the Library Board Chair to sign the Gold Card certificate.



# Certificate of Appreciation

*Awarded to*

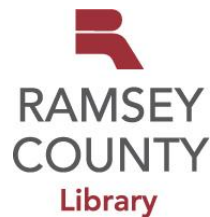
***Marisol Chiclana-Ayala***

*on this 16<sup>th</sup> day of February 2022*

*In appreciation for serving on the Ramsey County Library Board of Trustees from 2016-2021, including serving as the liaison to the Friends of the Ramsey County Libraries from 2017-2020 and the Library Board Governance Task Force in 2020-2021; for your assistance in the 2016 Library Director search process; your development assistance in the pre-design plan for RCL-Maplewood, the Facilities Master Plan 2019- 2029, and the 2019-2021 Strategic Plan; your dedication to racial equity and removing barriers to access including the elimination of late fees on youth materials in 2020 and adult materials in 2022; for serving as an advocate for community engagement initiatives and your focus of Residents First service delivery in your role as a Library Board Trustee. Your thoughtful approach to issues, support during the COVID-19 pandemic, and leadership during Library Board governance discussions have greatly benefited the residents of suburban Ramsey County.*

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*Library Board Chair*



## Request for Library Board Action

Meeting Date  
February 16, 2022

Action Requested  
Gold Card

Presented By  
Karen Saltis,  
Interim Library Director

**SUBJECT:**

Award Library Gold Card

**BACKGROUND:**

Ramsey County Library awards gold cards to volunteers and other individuals whose contributions have enhanced services to our library patrons. Library Board Trustee Gwen Willems completed her 3 years of service at the end of 2021. To honor her service on the Library Board and her contributions to the Library and the community, a gold card is proposed for Willems.

**BOARD ACTION REQUESTED:**

To award a Library Gold Card to Gwen Willems as a symbol of appreciation for her contributions to Ramsey County Library and to authorize the Library Board Chair to sign the Gold Card certificate.

# Certificate of Appreciation

*Awarded to*

**Gwen Willems**

*on this 16<sup>th</sup> day of February 2022*

*In appreciation for serving on the Ramsey County Library Board of Trustees from 2019-2021, including the Vice Chair of the Library Board and member of the Executive Committee from 2020-2021; for serving as a member of the Library Governance Task Force from 2020-2021; for assisting in the development of the Facilities Master Plan 2019-2029 and planning for the upcoming Maplewood renovation; for assisting in the updating of the Library Board By-laws for consistency and clarity in 2020 and your dedication to racial equity and removing barriers to access including the elimination of late fees on youth materials in 2020 and adult materials in 2022. Your expertise in organizational development and public policy was invaluable during Library Board governance discussions and your unflappable manner, thoughtful approach to issues, and leadership during the COVID-19 pandemic was greatly appreciated.*



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*Library Board Chair*

## Request for Library Board Action

**Meeting Date**  
**February 16, 2022**

**Action Requested**  
**Approve Year End Reserves**

**Presented By**  
**Mary Larson, Accounting  
Support Supervisor**

**SUBJECT:**

2021 Year End Reserves

**BACKGROUND:**

At the end of each fiscal year, all Ramsey County departments are required to submit a list of unpaid invoices and planned expenditures. Any Library funds not expended or encumbered at the end of the fiscal year fall into the Library's fund balance, which is separate from the County's general fund balance as required by Minnesota Statute.

In 2021, Library tax revenues ended with an unexpected surplus of approximately \$159,000, which offset projected shortfalls in Library-generated revenues due to the pandemic. The anticipated loss of revenue would have reduced the availability of unexpended funds for year-end reserves.

A summary of the Library's available funds and proposed reserves is included below:

**2021 Funds Available:**

Unexpended Funds	\$365,074
Unpaid Obligations	(\$11,295)
Pending Book Orders	(\$70,000)
<b>Total 2021 Funds Available:</b>	<b>\$283,779</b>

**2021 Proposed Reserves:**

Library Collections	\$283,779
<b>Total of 2021 Proposed Projects:</b>	<b>\$283,779</b>

Budget reserves must be expended within three years, after which they fall into the Library's fund balance. The 2018 funds included below are reserved based on a signed quotation for services completed before December 31, 2021. No reserves from 2020 are remaining for carryover. Proposed reserves from 2019 and 2018 include:

**2019 Proposed Carryover Reserves:**

Refurbishment Fund	\$138,000
<b>Total 2019 Carryover Reserves:</b>	<b>\$138,000</b>

**2018 Proposed Carryover Reserves:**

Security Camera Licenses	\$17,206.28
<b>Total 2018 Carryover Reserves:</b>	<b>\$17,206.28</b>

**BOARD ACTION REQUESTED:**

To approve the 2021, 2019, and 2018 year-end reserves as proposed.

## Request for Library Board Action

Meeting Date  
February 16, 2022

Action Requested  
Approval

Presented By  
Karen Saltis,  
Interim Library Director

**SUBJECT:**

Forgiveness of Library Fines and Fees on Adult Patron Accounts

**BACKGROUND:**

During the 2022-2023 budget process, with support of the Library Board of Trustees, staff recommended, and the county board approved eliminating future fees and fines for adults. Fees and fines create access barriers and have a racially disparate impact on community members. Eliminating adult fines and fees was taken into consideration as a part of the overall budget process and \$190,000 in projected lost annual collected revenue was covered through other budgetary adjustments.

To support the strategic priority to “facilitate access by removing barriers” staff strongly supports the forgiveness of all existing fines and fees on adult patron accounts except for charges related to lost or damaged items. The total dollar amount recommended to be forgiven is approximately \$415,000 and lost or damaged charges recommended to be retained is approximately \$490,000. This one-time action removes the suspension of borrowing privileges from nearly 13,000 patrons and allows them to use library services once again.

**BOARD ACTION REQUESTED:**

In support of the Library’s strategic priority to facilitate access by removing barriers, direct staff to forgive the accounts with existing late fees of approximately 13,000 patrons so that they will be allowed to use library services moving forward.

## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Approve Library Board of  
Trustees Policies

**Presented By**  
Karen Saltis,  
Interim Library Director

**SUBJECT:**

Library Board Policies

**BACKGROUND:**

During 2021 as part of a broad effort to improve policy management and compliance, the Ramsey County Manager's Office coordinated a comprehensive review of county policy documents, including the Administrative Code. During this review it was discovered that a library board policy conflicted with county board resolution 85-549 (see attached) which grants authority to the Library Board of Trustees the ability to accept unconditional cash gifts in the amount of \$5,000 or less as well as to accept donations of books, other materials and equipment with the stipulation that the Trustees furnish a list of suggested uses for which they would recommend. No delegation of authority to the Library Director was granted by the Ramsey County Board.

The Ramsey County Attorney's Office reviewed the situation and confirmed that Minnesota Statute 134.15 (below) requires a library board to obtain the consent of a county board to accept any gift. To reconcile the discrepancy related to gifts, a revision to the Library Board of Trustees Policies is proposed.

Minnesota Statute 134.15 is as follows:

**134.15 GIFTS.**

With the consent of the governing body of any city or county, expressed by ordinance or resolution, the library board may accept any gift, grant, devise, or bequest made or offered by any person for public library purposes, or for the establishment, enlargement, or maintenance of an art gallery or museum in connection with its library, and may carry out the conditions of the donation. The city or county in all such cases is authorized to acquire a site, levy a tax, and pledge itself by ordinance or resolution to a perpetual compliance with all the terms and conditions of the gift, grant, devise, or bequest so accepted.

Additionally, the County Attorney's Office has given the opinion that grants are also covered by the statute. Therefore, the Library Board does not have the authority to accept grants over \$5,000 (such as from the Friends) and cannot delegate such authority to the Library Director.



The following two changes are proposed to the Executive Policies, Policy B Financial Authorizations:

1. Strike delegated authority to the Library Director for gift acceptance.
2. Strike delegated authority to the Library Director for grant acceptance.

No formal action was taken at the January 2022 Library Board of Trustees meeting related to Library Board policy revisions. Subsequently, staff was asked to propose changes in consultation with the County Attorney's Office.

**BOARD ACTION REQUESTED:**

To approve the Library Board Policies as Presented

# Ramsey County Library Board of Trustees Policies

Updated ~~12/2016~~/~~212~~

## I. Governance Process

Policy A: Board Trustees' Code of Conduct .....	2
Policy B: Attendance Policy .....	3
Policy C: Committee Principles .....	3

## II. Executive Policies

Policy A: Financial Planning .....	4
Policy B: Financial Authorizations.....	4-5



## **I. Governance Process**

### **POLICY A: BOARD TRUSTEES' CODE OF CONDUCT**

The Ramsey County Library Board expects that its trustees will conduct themselves in an ethical and businesslike manner. Board trustees will act only within the scope of their legal authority and will perform the work of the Board in a manner that is respectful of the community, library staff, and each other.

1. Board trustees must avoid conflicts of interests. A conflict of interest exists where the board trustee's ability to act in the best interests of the library system is limited by the trustee's personal or business interests; including interests as a trustee of other community groups, or membership on other boards or staffs. If a Board trustee has a conflict of interest, the Board trustee should abstain from participation in that matter.
2. Board trustees must avoid any conflict of interest with respect to their fiduciary responsibility.
  - a. There must be no self-dealing or any conduct of private business or personal services between any Board trustee and the Ramsey County Library except as procedurally controlled to assure openness, competitive opportunity, and equal access to "inside" information.
  - b. Board trustees must not use their positions to obtain for themselves, family members, or close associates employment within the Ramsey County Library.
  - c. Should a trustee be considered for employment by the Ramsey County Library, the trustee must temporarily withdraw from Board deliberation and voting.
3. No individual Board trustee, officer, or committee has authority over the Library Director. Information may be requested, but if such request, in the Library Director's judgment, requires a material amount of staff time, it may be refused.
  - a. Board trustees' interaction with the Library Director or with staff must recognize the lack of authority in any individual trustee or group of Board trustees except as noted above.
  - b. Board trustees' interaction with the public, press, or other entities must recognize the same limitation and the similar inability of any trustee or Board trustees to speak for the Board.

## **POLICY B: ATTENDANCE POLICY**

1. Library Board trustees are expected to attend all regularly scheduled Library Board meetings. Board trustees must notify the Chair if they are unable to attend a Library Board meeting.
2. Regular attendance at Library Board meetings is essential so that decisions made represent the opinions of the Board as a whole.
3. A Library Board trustee may forfeit their appointment as a result of poor attendance. Poor attendance is defined as three unexcused absences in a calendar year. Should this occur, the trustee will be contacted by the Chair asking the trustee to re-commit to the Library Board or relinquish their position to allow another individual to be appointed. The trustee's response will promptly be shared by the Chair with the entire Board at the next Board meeting. In that meeting, the Board will decide what actions to take regarding the Board trustee's future membership on the Board.

## **POLICY C: COMMITTEE PRINCIPLES**

The Chair of the Library Board may establish committees to help carry out its responsibilities. To preserve Board integrity, committees will be used sparingly. Committees will be used so as to minimally interfere with the wholeness of the Board's job, and so as never to interfere with delegation from Board to Library Director.

1. Board committees may not speak or act for the Board except when formally given such authority for specific and time-limited purposes. Such authority will be carefully stated in order not to conflict with authority delegated to the Library Director.
2. Board committees are to help the Board do its job, not to help the staff do its jobs. Committees will assist the Board chiefly by preparing policy alternatives and implications for Board deliberation. Board committees are not to be created by the Board to advise staff.
3. Board committees cannot exercise authority over staff and, in keeping with the Board's focus on the future, Board committees will not ordinarily have direct dealings with current staff operations. Further, the Board will not impede its direct delegation to the Library Director by requiring approval of a Board committee before an executive action. The Library Director works for the Board, never for a Board committee, officer, or trustee.
4. This policy applies only to committees that are formed by Board Chair action, whether or not the committees include non-Board members. It does not apply to committees formed under the authority of the Library Director.

## **II. Executive Policies**

### **POLICY A: FINANCIAL PLANNING**

The Library Director will follow Ramsey County's accounting guidelines and shall assure the financial integrity of the Ramsey County Library when planning or executing the budget for all or any remaining part of a fiscal period.

Accordingly, the Library Director is responsible for:

1. Providing sufficient budget detail to the Board including a reasonably accurate projection of revenues and expenses, separation of capital and operational items, cash flow and subsequent trails, and disclosure planning assumptions.
2. Plans for expenditures in any fiscal year shall be based on revenues reasonably projected to be received in that period.
3. The budget shall be consistent with Board-stated priorities in its allocation among competing budgetary needs.
4. The budget shall comply with the guidelines and procedures of the Ramsey County Finance Department and the County Manager's Office.

### **POLICY B: FINANCIAL AUTHORIZATIONS**

The Library Director shall assure Ramsey County Library's fiscal integrity by adhering to the fiscal policies and procedures established by the Ramsey County Finance Department and by the Library Board.

Accordingly, the Library Director is specifically authorized to:

1. Approve bills for payment and to transfer funds within the various Library accounts, including the facilities fund, during each fiscal year. A financial condition report shall be submitted to the Board on a quarterly basis.
2. Make purchases of budgeted supplies, equipment, and contract and professional services up to \$25,000, such purchases to be made in accordance with state laws. Purchases exceeding \$25,000 are to be brought to the Board for appropriate action.
3. Purchase for the Ramsey County Library books, periodicals, audiovisual materials and other library materials as may be necessary to meet the Library's needs, without advertising for competitive bids, since no significant advantage can be gained by advertising for competitive bids for the purchase of books, periodicals, audiovisual materials and other library materials that are protected by patent, copyright or exclusive franchise, and are noncompetitive in nature.

4. ~~Accept gifts, consistent with Library Board policy, of cash and personal property valued up to \$25,000. Gifts exceeding \$25,000 in cash or personal property are to be brought to the Library Board for appropriate action. A quarterly report of gifts received by the Library will be submitted to the Board.~~
5. ~~Apply for and accept grants, in accordance with Ramsey County guidelines, of up to \$25,000. Grants exceeding \$25,000 are to be brought to the Board for appropriate action.~~

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**PUBLIC HEALTH - REQUEST FOR PROPOSALS (RFP)**

Commissioner Orth introduced the following resolution and moved its adoption, seconded by Commissioner Finley. Roll Call: Ayes - 6. Nays - None. (85-548)

**RESOLVED**, That the Board of Ramsey County Commissioners hereby approves the issuance of a Request for Proposal (RFP) for the disbursement of the Maternal Child Health Block Grant allocations and authorizes the distribution of this RFP to all local vendors.

**PUBLIC LIBRARY - GIFT ACCEPTANCE POLICY**

Commissioner Orth introduced the following resolution and moved its adoption, seconded by Commissioner Finley. Roll Call: Ayes - 6. Nays - None. (85-549)

**RESOLVED**, That the Board of Ramsey County Commissioners hereby authorizes the Trustees of the Ramsey County Public Library to accept unconditional cash gifts to the Library in the amount of \$5,000 or less as well as to accept donations of books, other materials and equipment with the stipulation that the Trustees furnish a list of suggested uses for these gifts which they would recommend, both designated and undesignated; and Be It Further

**RESOLVED**, Said list or report shall be presented to the County Board on an annual basis.

**PUBLIC WORKS - CONTRACT**

Commissioner Salverda introduced the following resolution and moved its adoption, seconded by Commissioner Norgard. Roll Call: Ayes - 6. Nays - None. (85-550)

**RESOLVED**, That the Board of Ramsey County Commissioners hereby concurs with the action of the purchasing agent under date of July 1, 1985, and approves the award of Purchase Order Contract No. CC 100116 to furnish and deliver Traffic Signal 8 Phase Controller and System Master to the County Public Works Department in accordance with specifications to TRAFFIC CONTROL CORPORATION on their bid of \$82,461 received in response to formal Bid No. A 5500-B; and Be It Further

**RESOLVED**, That the Chairman and Chief Clerk of the County Board are authorized to execute this contract on behalf of Ramsey County.

**PUBLIC WORKS - TRANSFER**

Commissioner Orth introduced the following resolution and moved its adoption, seconded by Commissioner Finley. Roll Call: Ayes - 6. Nays - None. (85-551)

**RESOLVED**, That the Board of Ramsey County Commissioners directs the Executive Director to make the following adjustments to transfer from appropriation, increase estimated revenue, transfer to appropriations and increase appropriations as follows:

**TRANSFER FROM APPROPRIATION  
INCREASE ESTIMATED REVENUE**

47110-300149	Verification of Plats and Maps.....	\$ 2,000
47114-010101	Permanent Salaries.....	750
47194-300405	County Road D, S.A.P. 62-619-04.....	222,600
47282-300405	Lexington Ave., S.A.P. 62-651-20.....	9,000
47301-300405	County Road C, S.A.P. 62-623-23.....	12,530
		<hr/>
		\$246,880

(Meeting of August 19, 1985)

## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Approval

**Presented By**  
Karen Saltis,  
Interim Library Director

**SUBJECT:**  
Gift Policy Update

**BACKGROUND:**

Library Board of Trustees' policies were updated through the previous action item. To align the [Library's Gift Policy](#) with the revised Trustees' policies and County Board Resolution 85-549 which states that gifts \$5,000 and over must be brought to the Ramsey County Board of Commissioners for appropriate action, an updated policy (attached) is recommended by staff.

**BOARD ACTION REQUESTED:**

Approve the updated version of the Ramsey County Library Gift Policy

## Gifts

Approved by: Library Board

Approved Date: April 16, 2008

Revised Date: ~~April 5, 2017~~ February 16, 2022

Review Schedule: Every 5 years

Next Review Date: ~~2022~~ 2027

The Library welcomes and encourages gifts of materials, money, and property. It is the policy of the Library that such gifts will be used solely for the purpose of enhancement to, not replacement for, government funding of basic library materials or services. The Library has the right to refuse any gift.

The Ramsey County Library Board of Trustees encourages potential donors to make their gifts to the Friends of the Ramsey County Libraries.

The Library ~~Director-Board~~ will approve the acceptance of gifts valued up to \$25,000 according to County Board Resolution 85-549. Gifts exceeding \$25,000 in value will be brought to the Ramsey County Board of Trustees-Commissioners for appropriate action.

No donation of materials or property will be accepted unless it is made unconditionally and without restrictions or unless the Board of Trustees-Commissioners has accepted the donor's condition or restriction.

The Library will not accept any offers, gifts, or agreements that would result in placing a material obligation or a lien upon the Library's general budget revenues.

The Library cannot guarantee the permanence of any gift. All gifts may be used, sold, donated, or disposed of in the best interest of the Library.

## Books and Other Materials

The Library will accept materials only with the stipulation from the donor that the Library may use the materials in any manner it deems appropriate. Materials may be added to the Library's collection, discarded, donated to other charitable organizations, or sold at the Library's discretion.

The Library reserves the right to assign any of its materials to any of its branch libraries at its discretion. Conditions that limit access to materials or their use may not be imposed upon materials included in the Library's collection.

## Monetary Gifts

The Library may accept gifts of cash, securities, and bequests to enhance the Library's services. When publicly traded stock and other types of securities are contributed to the Library, it will be the policy of the Library to sell the securities at the earliest opportunity, thereby converting them to cash.

## Property Gifts

The Library will accept gifts of real, intellectual, or personal property including, but not limited to, furniture, equipment, computers, patents, and trademarks, that support the mission of the Library on a case-by-case basis. The Library will accept property only with the stipulation from the donor that the Library may use the property in any manner it deems appropriate. The Library reserves the right to assign gifts of property to any of its branch libraries at its discretion.

### **Acknowledgment of Gifts**

In accordance with tax regulations, the Library will provide a written acknowledgment of the receipt of gifts leaving the determination of a value of the donation to the donor.



## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Information & Discussion

**Presented By**  
Jeff Eide,  
Senior Library Manager

**SUBJECT:**

Strategic Planning Update

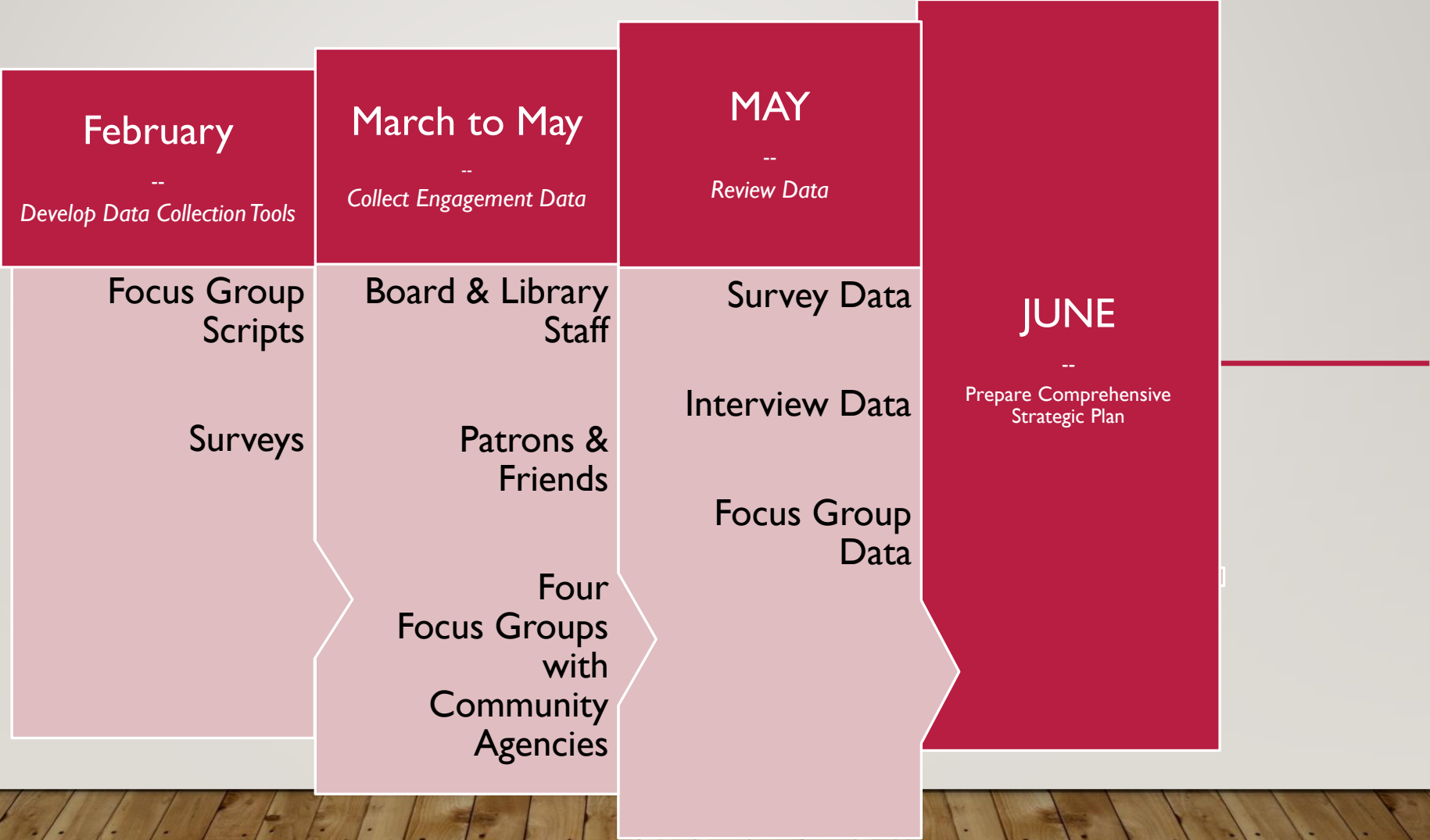
**BACKGROUND:**

Jeff Eide, Senior Library Manager, will present an update on the strategic planning process to the Library Board of Trustees. A sample of peer library Strategic Plans has been included for informational and discussion purposes.

**BOARD ACTION REQUESTED:**

For information and discussion.

# Engagement & Planning Timeline



# **Anoka County Library Strategic Plan**

## **Mission & Vision**

### **Our Mission**

Connect community to ideas, information, and inspiration.

### **Our Vision for the Future**

A county where knowledge, creativity, and opportunity thrive.

## **Our Goals**

### **Promote Personal Growth & Learning**

Develop dynamic programming for people of all ages and backgrounds to meet and learn together. Build community around reading and literacy. Strengthen the library's contribution to youth education and development.

### **Expand Access to Information, Ideas & Stories**

Build partnerships to make lasting differences in people's lives. Develop collections that reflect and inspire the community. Deliver convenient, patron focused services.

### **Strengthen Communities & Neighborhoods**

Bring library services to the people. Establish the library as civic focal point and essential resource for communities.

### **Foster a Culture of Innovation**

Serve as respected experts in the community. Develop and share professional interests and talents. Empower staff with the tools and knowledge to excel in their work.

# Hennepin County Library Strategic Plan 2011-2025

**Reframed for 2016-2020**

## **Mission and vision**

- Our mission is to nourish minds, transform lives and build community together.
- We envision a Hennepin County where library services ensure every person has the opportunity and resources to read, graduate, engage, work and learn.

## **Our promises**

- Engage with our communities
- Respond to our patrons
- Support our staff

To fulfill our mission and vision, and live out the County's core values of customer service, continuous improvement, diversity and inclusion, employee engagement and workforce development, we make the following promises:

## **To our communities**

We promise to engage with you, building strength and health by:

- Providing library services that reflect and respond to community diversity
- Using research-based information when developing library services
- Quickly recognizing and responding to changing communities and demographics
- Deepening community engagement and collaborations
- Partnering with schools, businesses and nonprofits in our communities
- Creating library environments that are welcoming, safe and secure
- Configuring library spaces and places to reflect new and broader purposes

## **To our patrons**

We promise to see the whole person and respond to you by:

- Delivering relevant, innovative and inclusive library services
- Engaging readers and learners of all ages
- Developing physical and virtual library services that support patron access

- Removing barriers to information and content
- Building and maintaining our collections
- Preserving historical collections
- Soliciting and acting on patron feedback
- Building confident library users

## **To our staff**

We promise to support you in meeting community and patron needs by:

- Encouraging learning and development and leveraging existing expertise
- Valuing diversity and inclusion
- Supporting an environment of creativity and innovation
- Prioritizing customer service
- Embracing new technologies, programs and services
- Demonstrating the value of library services to residents and other stakeholders
- Optimizing funding of library services with private and public dollars

Through these promises, Hennepin County Library will remain a national leader of library service, innovation and excellence, and will become a library system that is community-based and patron-focused — one that holds up excellent staff as the heart of our service.

## **About the Reframe**

In 2016, we reviewed our strategic plan (2011-2025) and reframed its objectives within promises to our communities, patrons and staff. We clarified and combined some objectives and removed others that were complete or obsolete. We also incorporated Hennepin County's core values, which have been guiding our work since 2013.

The result is a reframed strategic plan that holds our mission and vision constant while emphasizing key stakeholders and objectives, and supporting our County Board directive to provide excellent library service to residents. We will review our strategic plan again for relevance into 2020-2025.

# Washington County Library Strategic Plan 2016 - 2021

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## Goal 1: Deliver Extraordinary Programs, Services, and Collections

Strategy 1: Expand outreach services to underserved populations.

Strategy 2: Support the growth and development of youth and families.

Strategy 3: Cultivate lifelong learning opportunities for adults.

Strategy 4: Align library collections to meet changing needs.

Strategy 5: Demonstrate value and advocate for resources.

## Goal 2: Expand Public Awareness of the Library

Strategy 1: Revise and refresh the Library Mission Statement.

Strategy 2: Overhaul the Library's website.

Strategy 3: Create a three-year marketing and promotions plan.

Strategy 4: Increase dedicated marketing and promotions resources.

## Goal 3: Improve Library Facilities

Strategy 1: Update existing space and plan for new facilities.

Strategy 2: Explore opportunities to rework current space to meet evolving community needs.

Strategy 3: Develop a capital improvement plan.

## Goal 4: Cultivate Partnerships

Strategy 1: Create a community engagement plan which includes partnerships with area organizations, businesses, and schools.

Strategy 2: Expand use of volunteers to support and advocate for current and future library needs.

Strategy 3: Work with fundraising and advocacy groups and other community partners to increase support for the Library.

## Goal 5: Serve as a Community Technology Hub

Strategy 1: Enhance public technology training opportunities.

Strategy 2: Champion emergent technologies.

Strategy 3: Provide ongoing information technology training for staff.

# King County Library

## Strategic Framework

### **Guiding and Aligning Our Work, 2019-2023**

King County Library System's (KCLS) Strategic Framework and its elements were thoughtfully developed after broad input from patrons, community leaders and partners, educators and staff in 2016. It reflects KCLS' commitment to public service and accountability, and a deep intention to enhance lives, forge connections and strengthen communities.

Since implementation of the Strategic Framework in 2018, KCLS has completed more than 50 projects that advance the Library System's strategic goals. These include projects that improve business processes, enhance customer service and increase alignment with KCLS' values. Remaining projects focus on development of services that inspire patrons and improve their library experience.

### **Strategic Focus**

#### **To Create Opportunities Through Meaningful Connections**

We will do this by connecting people with

- Information and services to navigate life's complexities and biases
- Equitable avenues to build the skills and knowledge needed for success
- One another to bridge differences and create communities of inclusion and belonging

### **Continued Commitments**

Customer service through helpful and expert staff; a robust and diverse collection of books and resources; responsive programs and services and welcoming library spaces.

## **Strategic Goals**

### **Organizational Excellence**

KCLS has clear priorities and effective practices; high-performing leadership and staff; financial stability and a healthy culture.

We measure our performance and use what we learn to make sound decisions.

Focus: Improve financial management; organizational culture; and knowledge, skills and abilities of staff.

### **Strategic Communication**

KCLS communication is clear, timely and intentional. Residents, partners and supporters recognize KCLS as an essential contributor to their lives. Staff use internal standards, practices and tools that inform, educate and connect us with one another.

Focus: Improve internal and external communication and workflow processes.

## **Responsive, Inspirational Service**

KCLS offers customized pathways to exciting, relevant opportunities that inspire innovation, creation, learning and reflection. KCLS connects with people and organizations to leverage community strengths and enhance experiences.

Focus: Increase responsiveness to changing technology needs and reduce barriers to access.

## **Communities of Inclusion and Belonging**

KCLS continually works to increase equity, strengthen bonds and support individual and community identities by embracing and reflecting the diversity of our communities.

Focus: Improve patron experience and responsiveness to community interests.

# **2022 Projects**

The Budget includes funding for key projects that align with KCLS' four strategic goals.

### ***Communities of Inclusion and Belonging***

- Implement KCLS' diversity, equity and inclusion (DEI) strategy.
- Increase community partnerships in program and service development and delivery.
- Deliver programs that reflect community diversity
- Provide collections and materials that support diverse communities.

### ***Responsive, Inspirational Service***

- Improve access to information through technology.
- Build economic resilience in our communities.
- Support children's love for reading.

### ***Organizational Excellence***

- Configure library staffing to meet community needs.
- Improve innovation and continuous improvement processes.
- Craft an inclusive vision for intellectual freedom.
- Upgrade libraries to reduce KCLS' carbon footprint.

### ***Strategic Communication***

- Improve KCLS' internal communication.
- Implement user-centered communication strategies.
- Upgrade financial and data management and reporting systems.
- Explore the best timing to revisit a levy lid lift.



## Request for Library Board Action

**Meeting Date**  
February 16, 2022

**Action Requested**  
Information & Discussion

**Presented By**  
Pang Yang,  
Deputy Director

**SUBJECT:**

Ramsey County Library in Maplewood Renovation Update

**BACKGROUND:**

In 2018, pursuit of Maplewood Library's renovation began. A pre-design of the facility was developed and published. On July 14, 2021, Requests for Proposals for the Maplewood renovation project was issued with a pre-solicitation meeting scheduled on July 29, 2021. On November 16<sup>th</sup>, Ramsey County Board of Commissioners approved and finalized Adolfson & Peterson and HGA to provide the design build services for the Maplewood renovation project.

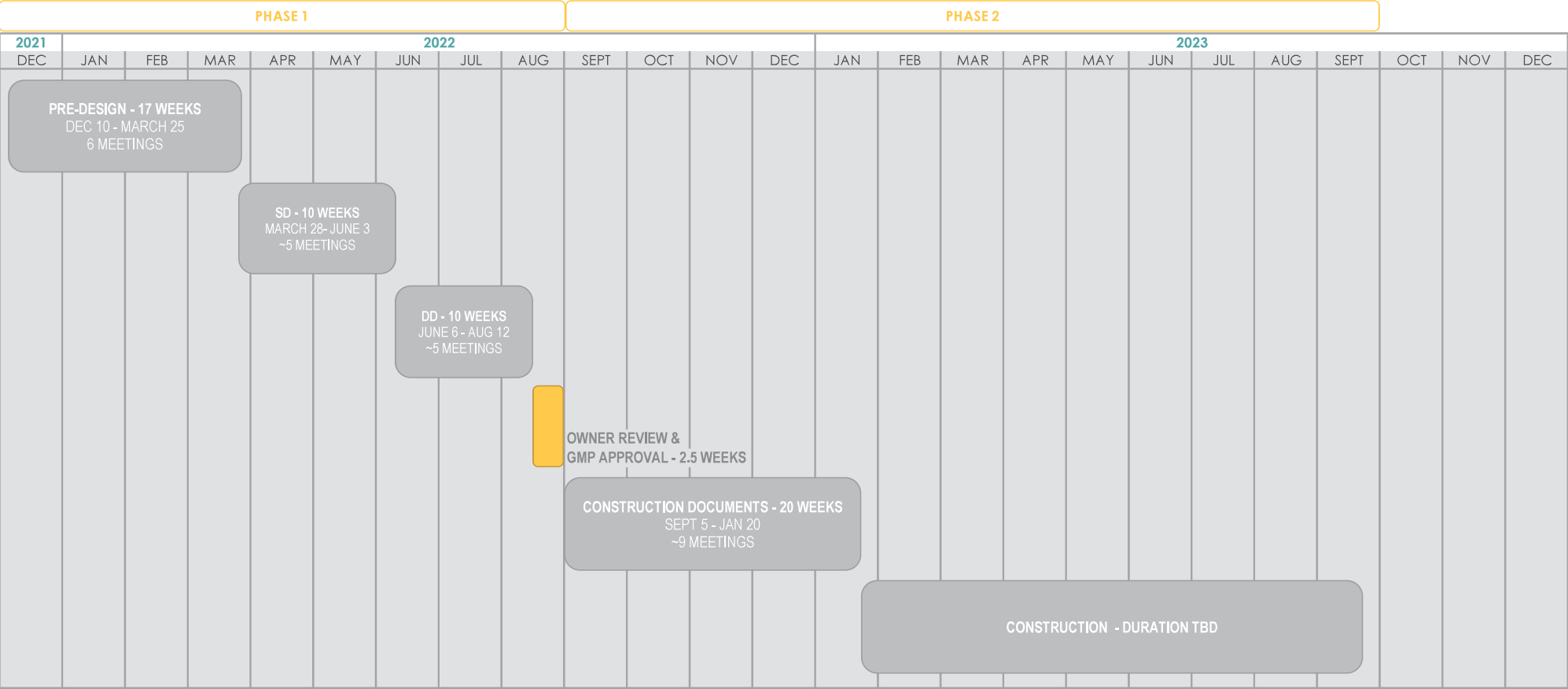
Pre-design for the renovation project ends on March 25<sup>th</sup> 2022, following the schematic design, which provides additional information offering rough construction drawings and cost estimates. The schematic design ends in June 2022, leading into design development: analyzing and finalizing the schematic design. Construction documents are to start in September of 2022 and continue for 20 weeks with physical construction to start at the beginning of 2023 and continue through the end of 2023. A library board sub-committee was created, inclusive of trustees Sylvia Neblett and Steve Woods, and attend these meeting along with library staff Monica Stratton, Pang Yang and Ramsey County's Director of Planning and Project Management, Jennifer McMaster for the renovation.

Currently in the pre-design phase, library staff have made recommendations and comments for large area space planning, such as children's area placement, creation of a maker space, and meeting space for patron use. Library staff and trustees provided input for community engagement partnerships, and existing engineering mechanicals and electricals were reviewed. The next meetings will include updated furniture layouts based on previous recommendations, and discussions around acoustics and bird safety.

**BOARD ACTION REQUESTED:**

For information and discussion.

# PROPOSED DESIGN SCHEDULE



1/31: This Week in Geek  
twincitiesgeek.com <https://twincitiesgeek.com/2022/01/this-week-in-geek-1-31-22-2-6-22/>

2/04: Ramsey County Picks a New Library Director  
Pioneer Press <https://www.twincities.com/2022/02/04/ramsey-county-picks-a-new-library-director/>

## FACEBOOK:

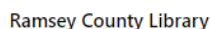


Have you ever wanted to try kick sleds and snowshoes but didn't know where to start? Now is your chance at these fun events hosted at the library by [Ramsey County Parks and Recreation](#)! Check out the dates and times: [bit.ly/34fk9gg](https://bit.ly/34fk9gg)

Events | Ramsey County Library

## Boost post

2 Shares



Check out the Job, Career & Business curated ebook list from the MELSA: Twin Cities Metro elibrary. Access with your library card: <https://melsa.overdrive.com/library/career>

App Store: [apple.co/3hkZqTW](https://apple.co/3hkZqTW)

Libby, by OverDrive

Boost unavailable

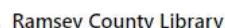
2 Shares



Starting February 1, Ramsey County Library will be partnering with Asmodee USA to collect donations of new and gently used board games to use with kids and teens in our spaces and in our gaming programs. Donation bins will be available at the libraries in Shoreview and Roseville.



17 Shares



Time's 100 Must-Read Books of 2021: The fiction, nonfiction and poetry that shifted our perspectives, uncovered essential truths and encouraged us forward. Which ones have you read or want to read? [time.com/collection/100-must-read-books-2021/](https://time.com/collection/100-must-read-books-2021/)



Introducing this year's best fiction, nonfiction and poetry

### Boost post

3 Shares



## Ramsey County Library

Published by CoSchedule App · January 30 at 2:53 PM · 🌐

Join a librarian and a Parks & Recreation staff for a one-hour nature walk through a local park with snowshoes. Space is limited to 12 participants. Register today: [bit.ly/34fk9gg](http://bit.ly/34fk9gg)



1,049  
People reached

50  
Engagements

—  
Distribution score

Boost post



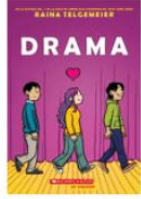
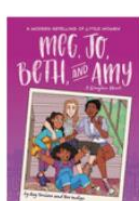
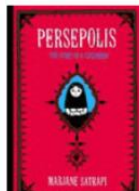
13



## Ramsey County Library

Published by CoSchedule App · February 4 at 1:51 PM · 🌐

Because of their visual nature, graphic novels like "Maus" are vulnerable to challenges and bans in libraries and school districts across the country. Curated by our librarians, here's a list of some frequently banned/challenged graphic novels: [bit.ly/3gA66oJ](http://bit.ly/3gA66oJ)



Oldest ▾



Molly Bennett

Thank you for highlighting these and standing up for freedom of speech!

Like Reply Hide Send Message 4d



Kelsey Basabe

Thank you Ramsey County Library ❤️

Like Reply Hide Send Message 4d



Carol Gurstelle

Thanks!

Like Reply Hide Send Message 4d



Alexa Rae  
Zachary

Like Reply Hide Send Message 4d



## Ramsey County Library

Published by Pa Na Lor · February 3 at 11:08 AM · 🌐

We are excited to have Jake Grussing join Ramsey County as the new Library Director. He will be responsible for overseeing 99 full-time employees working across seven locations and a \$12 million annual operating budget. Read more: <http://ramseycounty.us/.../jake-grussing-join-ramsey...>



## Ramsey County, Minnesota

February 3 at 11:00 AM · 🌐

Jake Grussing has been selected as the Director of [Ramsey County Library](https://ramseycounty.us).

Mr. Grussing will be responsible for overseeing 99 full-time employees working across... [See more](#)



RAMSEYCOUNTY.US

## Jake Grussing to join Ramsey County as Library Director

Jake Grussing has been selected as the Director of Ramsey County Library. Grussing will be responsible for overseeing 99 full-time employees working across seven locations and a \$12 million annual operating budget.

2,738

People reached

527

Engagements

—

Distribution score

Boost unavailable



122

36 Comments 1 Share

Oldest ▾



Dakota County Library · Follow

Congrats Jake!

1

Like Reply Hide Send Message 5d



Anne Hennen Barber

Congratulations Jake!

1

Like Reply Hide Send Message 5d



Diane Grenier Nelson

Congratulations, Jake!

1

Like Reply Hide Send Message 5d



Deb Felstul

Congratulations, Jake.

1

Like Reply Hide Send Message 5d



Gretchen Gillis

Congratulations, Jake.

1

Like Reply Hide Send Message 5d



Debra Luetmer

Congratulations!!

1

Like Reply Hide Send Message 5d



Paula Mathison

Congratulations, Jake! This is wonderful!

1

Like Reply Hide Send Message 5d



Mary Jo Hoffman

Congratulations Jake!

1

Like Reply Hide Send Message 5d



Francie Turner

Way to go, Jake! So proud of you!

1

Like Reply Hide Send Message 5d



Margie Nelson

Ramsey County is lucky to have him!

3

Like Reply Hide Send Message 5d Edited



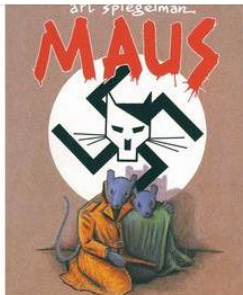


Ramsey County Library

Published by CoSchedule App · 5d ·

"Maus, Art Spiegelman's Pulitzer Prize-winning graphic novel about the Holocaust, shot to the top of Amazon's best-sellers list after a Tennessee school district banned it from being taught in classrooms last week."

[http://huffpost.com/.../maus-amazon-best-sellers-list\\_n...](http://huffpost.com/.../maus-amazon-best-sellers-list_n...)



HUFFPOST.COM

'Maus' Hits No. 1 On Amazon Best Sellers List After Being Banned By Tennessee School Board

983  
People reached

58  
Engagements

—  
Distribution score

Boost post



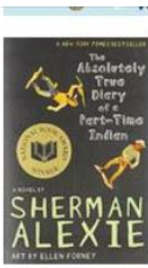
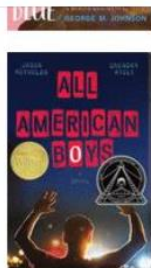
40



Ramsey County Library

Published by CoSchedule App · February 5 at 12:42 PM ·

School districts and libraries are experiencing book challenges at an alarming rate. In 2021, the ALA reported an "unprecedented" number of book challenges. Here's a staff pick list of the most frequently challenged and banned books for YA: [bit.ly/3saot90](http://bit.ly/3saot90)



RCLREADS.BIBLIOCOMMONS.COM

Frequently Banned/Challenged YA Books - Ramsey County Library

1,398  
People reached

101  
Engagements

↑ +1.8x higher  
Distribution score

Boost unavailable



25

1 Comment 1 Share



Like



Comment



Share

Oldest ▾



Matias Tømmerdal

I teach ALL of those books! Yay! 🙌

Like Reply Hide Send Message 3d



Ramsey County Library

Published by CoSchedule App · February 7 at 4:38 PM ·

An 8-year-old's hope to share his original book with others has led to a 55-person waitlist at an Idaho library! 🥰🥰🥰

<https://people.com/.../second-grader-handwritten-book.../>



PEOPLE.COM

Second Grader's Handwritten Book Has Years-Long Waitlist After He Snuck It on Library Shelf

767  
People reached

43  
Engagements

↑ +1.1x average  
Distribution score

Boost post



17

GOOGLE:

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

4.4 77 reviews

Like

Yaramo Magassouba  
Local Guide · 65 reviews  
2 weeks ago NEW

Excellent service

Like

Dollie richmond  
2 reviews · 3 photos  
2 weeks ago NEW

I love your service

Robin MacGillivray  
2 reviews  
19 hours ago NEW  
This library truly is a community gem! It's very welcoming—even to the homeless and nature—and promotes early literacy as well as making sure the kids are fed. I enjoy studying here because of the atmosphere, nature reserve, beautiful deck (of course that's seasonal), relatively quiet/peaceful and friendly/helpful staff. Oh they also have a sense of humor: the book return monster is adorable...so is the penguin sign about careful walking in the winter.

Ramsey County Library - New Brighton

400 10th St NW, New Brighton, MN

4.5 32 reviews

People often mention

All kids 6

Sort by

Most relevant Newest Highest Lowest

Bob Ryan  
Local Guide · 160 reviews · 31 photos  
a month ago

Small library but the librarians make an effort to rival any large library.

Ramsey County Library - North St. Paul

2300 N St Paul Dr, North St Paul, MN

4.2 25 reviews

Most relevant Newest Highest Lowest

Tiffany Bathurst  
Local Guide · 17 reviews  
3 weeks ago NEW

Located in a beautiful building on the outskirts of downtown, the North Saint Paul Public Library is a peaceful, inviting environment. We appreciate the monthly activities that are handed out for children, the "Maker Teen Kits" and equally enjoy the Summer reading program each year. In addition, all Ramsey County Libraries offer a wonderful set of opportunities throughout all their locations.

Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

4.6 171 reviews

Derek Dees  
107 reviews · 11 photos  
6 days ago NEW

Great public space. Lots of space, lots of books and comfy chairs.

Like

Josh Carey  
6 reviews  
2 weeks ago NEW

Witnessed extremely rude mask policing. It seems that the staff here enjoy this power more than running the library itself. What a crazy time we live in

# TWITTER:

**Bluecollardughter** @bluecollardough · Jan 11  
I think it's awesome that @rclreads does this—tell all your lonely elders!



RAMSEY COUNTY Library FRIENDS

## Dial-A-Story

Free, recorded stories read by your favorite Ramsey County librarians. Listen by phone any time, day or night! 651-461-6164

4 retweets 4 likes

**Next Chapter Booksellers** @NextChapterMN · Jan 20  
Join us on Thursday February 3rd for a reading from some of the various writers that contributed to this anthology compiled together by the Ramsey County Library,

Get your ticket and book to join us [bit.ly/3gLBdU5](https://bit.ly/3gLBdU5)

#WeRecommendBooks @rclreads @rclfriends



2 retweets 5 likes

**Tracey Baptiste** @TraceyBaptiste · Jan 12  
My second picture book is out on February 1st. Claudette Colvin was a brave 15 year old who refused to give up her bus seat months before Rosa Parks.



29 retweets 204 retweets 1.3K likes

**Rachel H** @RachelJean\_MN

Replying to @TraceyBaptiste

I'm so excited to see this! @rclreads - we need this in our library system!

3:53 PM · Jan 12, 2022 · Twitter Web App

1 Like

1 Like

Tweet your reply

**RamseyCountyLibrary** @rclreads · Jan 20  
Replying to @RachelJean\_MN and @TraceyBaptiste  
Hi Rachel. Thank you for the suggestion. For future references, you can always suggest a title via [rclreads.org/suggest-a-title](https://rclreads.org/suggest-a-title).

**Dr. Jennifer Schmitt** @JenSchmitt618 · Jan 23  
We need these!!!! @rclreads

**Ali Faruk** @FamiliesFwdVA · Jan 22  
A new public library in my area has these work stations for caregivers with babies! Maybe these are common in other places but I've never seen anything like this before.  
[Show this thread](#)



3 likes





CATAN - Official @settlersofcatan · Jan 28



RamseyCountyLibrary @rcireads · Jan 28

Starting February 1, Ramsey County Library will be partnering with Asmodee USA to collect donations of new and gently used board games to use with kids and teens in our spaces and in our gaming programs. Donation bins will be available at the libraries in Shoreview and Roseville.



1 retweet 19 likes



Katie Simning @kt\_ryn · Feb 2

If any of you Twin Cities folks are cleaning off your game shelves, Ramsey County Library is collecting tabletop donations all month for their kid & teen gaming programs



Vincenzo A @VinnieAveAGC · Feb 2

@PodfatherGaming Some cool news



mDuo13 @mduo13 · Feb 3

wait is Settlers of Catan a hongbao



Mike Linnemann @mikelinnemann

Replying to @rcireads

@ScottBWCA might give you some kids board games we have if you can drop off East of the River.

8:13 PM · Feb 2, 2022 · Twitter for iPhone

1 Like

1 retweet 19 likes



Tweet your reply

Reply



Scott Beauchamp @ScottBWCA · Feb 3

Replying to @mikelinnemann and @rcireads

👉 If it's Catan though I'm keeping it

1 retweet 2 likes



nightcatalozer @nightcatalozer · Jan 31

We looked at previous iterations of the @StKatesLibrary website this morning, and my goodness did that bring back memories, although this was still years ahead of the Dynix ILS at @rcireads back in the day. #GoodTimes

#ThrowbackMonday



2 likes



Matt Privratsky @MattPrivratsky · Feb 3

A great @UMNMorris alum set to lead @RamseyCounty Libraries (@rcireads)!

RamseyCounty @RamseyCounty · Feb 3

Jake Grussing has been selected as the Director of @rcireads. Mr. Grussing will be responsible for overseeing 99 full-time employees working across seven locations and a \$12 million annual operating budget.

Learn more: ramseycounty.us/content/jake-g...

1 retweet 2 likes



Jack Carr @JackCarrUSA · Feb 4

Today's episode of DANGER CLOSE is an exclusive @SimonAudio sneak peek listen of the prologue to IN THE BLOOD read by the incomparable @Ray\_Porter

• [podcasts.apple.com/us/podcast/dan...](https://podcasts.apple.com/us/podcast/dan...)

• IN THE BLOOD is available for pre-order now!

• Have a wonderful weekend and enjoy the listen!



2 retweets 12 likes 46 likes



T. G. Polachek @TomsBrightIdeas

Replying to @JackCarrUSA @SimonAudio and @Ray\_Porter

Reading #TrueBeliever now from the Libby app from @rcireads

12:26 PM · Feb 4, 2022 · Twitter Web App

1 Like