

**Ramsey County Library
Board of Trustees Meeting
June 15, 2022
4560 Victoria Street North
Shoreview, MN – 6:30 PM**

CONNECT community
INSPIRE curiosity
CULTIVATE learning

The meeting is available for public viewing at
<https://zoom.us/j/96696534304?pwd=S2ROd1FYUE8vcHBWVhtSkpNU1lzZz09>
Phone: 651 372 8299; Webinar ID: 966 9653 4304; Passcode: 023509

- I. **Call to Order**
- II. **Public Comment (6:30-6:35)**
- III. **Approval of Agenda (6:35)**
- IV. **Consent Agenda (6:35-6:40)**
 - a. Approval of May 18, 2022 Minutes
 - b. Director's Report
 - c. Friends of the Ramsey County Libraries Report
 - d. Ramsey County Board Liaison Report (verbal)
- V. **Discussion Items (6:40-8:30)**
 - a. Digital Equity Overview (Ling Becker)
 - b. Digital Literacy Overview (Jason Lyons)
 - c. Strategic Planning Discussion
- VI. **Adjournment (8:30)**

Scheduled Upcoming Meetings

July 20, 2022 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Strategic Planning Discussion Audio Visual Materials Contract Friends Update
August 15, 2022 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Strategic Planning Discussion MELSA Presentation Branch Update Maplewood Renovation Update

Library Board of Trustees

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

Ramsey County Board Liaison

Commissioner Victoria Reinhardt

Library Director

Jake Grussing

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

Minutes of the Ramsey County Library Board of Trustees
May 18, 2022

LIBRARY TRUSTEES PRESENT:

Grace Atkins, Claire Chang, Sylvia Neblett, David Perry, Steve Woods.

STAFF PRESENT:

Jake Grussing, Library Director; Pang Yang, Deputy Director; Jeff Eide, Senior Library Manager; Nicole Herold, Technical Services Manager; Marcus Lowry, Library Manager; Chuck Wettergren, Digital Services Manager; Carly Sanft, Outreach Librarian; Maggie Soukup, Library Board Coordinator.

OTHERS PRESENT:

Mary Worley, Executive Director, Friends of the Ramsey County Libraries; Les Sipkema, Shoreview Resident.

CALL TO ORDER:

Woods called the meeting to order at 6:30pm.

PUBLIC COMMENT:

Les Sipkema, Shoreview Resident, thanked both Nicole Herold, Technical Services Manager and Howard Morris, Librarian at the Roseville Branch, for their assistance and expertise. Sipkema also commended the library staff on the wonderful inter-library loan program.

APPROVAL OF THE AGENDA:

Neblett made a motion to approve the agenda as presented. Perry seconded the motion, which was approved unanimously.

CONSENT AGENDA:

APPROVAL OF CONSENT AGENDA

Chang made a motion to approve the consent agenda as presented. Perry seconded the motion, which was approved unanimously.

A. Approval of April 20, 2022 Minutes

B. Director's Report, Jake Grussing

April Staff Updates

We welcome the following staff to Ramsey County Library:

- Lauren Howard, intermittent Library Associate I
- Maria Malik, Library Page at RCL – Roseville
- Asha Yousuf, intermittent Library Associate I

We congratulate the following staff who were promoted:

- Megan Demeuse, promoted to intermittent Library Associate I

We say farewell to the following staff who resigned:

- Yharnet Browne, Library Page at RCL – Mounds View
- Carol Jackson, Branch Manager at RCL – Shoreview

Maplewood Renovation

Chair Steve Woods, Vice Chair Sylvia Neblett, and the County team of Monica Stratton, Pang Yang, Mickey Ladich, and Jennifer McMaster continue to work with Adolfson & Peterson and HGA on the renovation project. Recent meetings have focused on engineering strategies (mechanical, electrical, and lighting), acoustics recommendations, and finishes. The team expects to finalize phase 1 design documents by early summer.

Strategic Planning

Trustees Sida Ly-Xiong and Grace Atkins and staff Pang Yang, Jeff Eide, and Erica Redden continue to work with ACET, Inc. on the strategic planning process. To date, ACET has completed all seven focus groups with library staff, continues to conduct focus groups with partner organizations, and is preparing for the rollout of a patron survey. The patron survey, which comprises a mix of random sampling with purposeful sampling, will be conducted during a three-week window in late May and early June. The next phase of engagement, beginning in June, will include surveys of the Friends and the Board of Trustees. Finally, at its July meeting, the Board of Trustees will have a facilitated discussion of the results of the strategic planning engagement and will identify high-level priorities for inclusion in the strategic plan.

Performance Management Pilot

The library is one of two departments participating in a pilot for a new County-wide performance management process. Performance management is an essential part of how we support our employees throughout their career with the County, and a good system will:

- help identify areas for professional growth and development,
- provide a framework for setting clear expectations to keep everyone on the same page,
- give leaders a forum for providing recognition, and
- keep employees informed on how they're doing in achieving their goals.

Developing and implementing a new performance management system is a big project. While there will be a substantial time commitment to participating in the pilot, I am excited for our team to have this opportunity to learn new skills, to enhance our culture of professional growth and development, and to use our experiences to shape the direction of the County. Library supervisor participation begins this month.

Digital Services (DS) and Information Services (IS) Consolidation

The project to fully integrate Ramsey County Library into the County IS environment is nearly complete. There are a few open tasks that will take the team through the end of May, at which time they will confirm that all project objectives are complete. Many people have contributed to this project over the years, but Digital Services Manager Chuck Wettergren deserves special recognition for integrating the RCL infrastructure in the County infrastructure. Thank you, Chuck!

Meetings with Community Partners

After two months of focusing on internal conversations with individual library staff and Trustees, this month I will turn outward and begin meeting with community partners. In addition to introductory meetings with city managers and staff, I will attend my first meeting as a member of the Suburban Ramsey Family Collaborative Joint Powers Board. If there are community/neighborhood leaders or groups Trustees would recommend I meet with, I invite you to make those connections.

Minneapolis College Library Information Technology (LIT) Advisory Board

Earlier this month I attended my first meeting as a member of Minneapolis College's LIT Advisory Board. The LIT program equips students with foundational skills for working in libraries and culminates in an Associate of Applied Science (AAS) degree or a certificate. At the most recent meeting, the Advisory Board provided input on how the LIT program can deliver value to public libraries and, more broadly, the residents we serve.

Open Meeting Law/Accessibility

Staff continue to work on a solution for hosting future Library Board meetings in a hybrid setting. We remain on track for having a solution in place by the June meeting.

C. First Quarter Reports

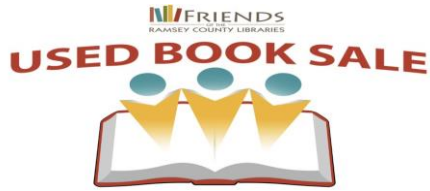
On a quarterly basis, Library Staff present the following series of reports to the Library Board for information and discussion. The reports include:

- Financial Report – prepared by Mary Larson, Finance Manager
- Statistical Report – prepared by Jeff Eide, Senior Library Manager, Planning and Analysis
- Incident Report – prepared by Mickey Ladich, Property Manager

D. Friends of the Ramsey County Libraries Report, Mary Worley



At the Friend of the Ramsey County Libraries April 18, 2022 Annual Meeting, a resolution was passed to change our name to Ramsey County Library Friends to align more closely with the Ramsey County Library name. This process will involve changes to the Articles of Incorporation, Bylaws, branding and many other documents and will take place gradually over the next few months.



RCL-Roseville Used Book Sale May 13-15, 2022

We hosted a used book sale at the Roseville Library Used Book Store last weekend –it featured a huge selection of book genres, DVDs, CDs and more. We will provide an update on the sale proceeds next month.



We are planning a collaborative Family Fun Day event with the Friends, RCL and the Shoreview Community Center to bring all of our patrons together for an inside/outside scavenger hunt ending at the new Shoreview destination park on Saturday May 21st from 10:00am-12:00pm. There will be prizes – a Kindle, Used Book store coupons, logo bags for new members and treats. Please let me know if you'd be interested in volunteering for this community event.

Legacy Circle news: I am pleased to announce two estate gifts that the Friends will be receiving in the near future:

1. An estate gift from Eileen Adams – according to the executor of the estate, the unrestricted gift to the Friends of the Ramsey County Library will be around \$300,000.
2. The second gift is from Ronald Varns designated for the betterment of the Mounds View Library. As part of his estate, Mr. Varns left a baby grand piano to the Library in hopes that his love of music could be shared with library patrons. We plan to hold community meetings in the Mounds View area to get input from the residents about the best uses for this generous gift. We are in the process of liquidating the estate assets, such as his home, certificates of deposit and annuities. The estate gift from Mr. Varns will be between \$1.7-\$2 million dollars.

E. Ramsey County Board Liaison Report (Verbal)

None.

AWARDING LIBRARY GOLD CARDS

Ramsey County Library awards gold cards to volunteers and other individuals whose contributions have enhanced services to our library patrons.

Peggy Peterson

Peggy has volunteered every Saturday morning for the past six years. Peggy is both diligent and skillful in finding items on our request lists. She gladly shares her time with us and is willing to fill in on other days of the week when needed. Peggy regularly goes the extra mile to help staff and patrons with a friendly smile. Her loyalty and dedication to volunteerism has greatly benefited the residents of suburban Ramsey County.

A motion was made by Neblett to authorize a gold card to volunteer Peggy Peterson. The motion was seconded by Perry, which was approved unanimously.

COLLECTION OVERVIEW

Nicole Herold, Technical Services Manager, gave an update on the current collections available at the Ramsey County Libraries and shared the process of adding new materials with the Trustees. Herold shared that the funding for collections comes from three different sources: Ramsey County, MELSA, and the Friends foundation.

To view Herold's presentation, follow this [link](#) (Page no. 55).

COMMUNITY ENGAGEMENT OVERVIEW

Carly Sanft, Outreach library, shared the current and future engagement plans with the Trustees. Outreach to underserved communities continues to drive engagement strategies. Services to immigrant groups, incarcerated residents, seniors, and non-library users the current focus. The Librarians strive to understand the broader geo-political, socio-economic disparities, and historical context of our region, and how that impacts our communities' experiences both within and beyond engagement with libraries.

Pop-Up Library activities

The Pop-Up Library is preparing for a busy summer season, while establishing new partnerships and bringing library and technology services to new locations and events. To increase awareness of Ramsey County Library and in an effort to reach non-library users and immigrant groups, the Pop-Up Library will attend St. Anthony VillageFest, Mounds View Festival in the Park, Heritage Days in Vadnais Heights, the North St. Paul Fall Round-Up Celebration. Along with several city-wide community resource fairs, the Pop-Up Library will also attend several food shelf distributions in Maplewood and White Bear Lake.

The Pop-Up Library is expanding its outreach offerings to provide popular children's programming in non-traditional library settings to strengthen racial equity and accessibility. In collaboration with

Ramsey County Parks and Recreation, the City of Mounds View, and the City of Roseville, we will offer STEAM programs at several county and city parks and beaches throughout the summer.

Outreach librarians will also visit children and families residing in shelters and low-income housing at the Family Service Center in Maplewood, Solid Ground in White Bear Lake, and in area mobile home park communities in Shoreview, Roseville, and Little Canada to provide Summer Learning Program sign-ups, library card registration, material check-out, and programming in June and July.

We are bolstering our outreach efforts for low-income seniors by bringing library materials and technology help right to their homes. The Pop-Up Library is partnering with several CommonBond Communities who offer subsidized housing to seniors in Mounds View, Roseville, Little Canada, and Maplewood by bringing drop-in tech help and material check-out directly to the facilities on a monthly basis. Residents have the opportunity to get one-to-one assistance for their personal devices, or stop by to ask a librarian general technology and information questions.

Ramsey County Corrections Partnership

Ramsey County Library and the Ramsey County Corrections Facility (RCCF) in Maplewood have partnered to create a lending program to help residents at RCCF obtain access to the current library collection in an effort to remove barriers and ensure equitable access for all our residents. Librarians communicate with residents using a secure kiosk to provide readers advisory and fulfill requests. Outreach librarians deliver requested books directly to residents at the facility once per week. During deliveries, outreach librarians provide in-person material recommendations, answer questions regarding library use and policies, field information requests, and build a community presence with residents.

Books and information requests have been varied and give great insight into the needs of our incarcerated population. Requests have included copies of the Minnesota Drivers Manual, job licensing requirements, how-to home building and repair, language translations, education and career profiles, picture books and readers to assist in learning English, books in Karen, Spanish, and Hmong languages, urban fiction, biographies, manga and graphic series, and many more.

Since the program's inception in January 2022, 164 residents have signed up for a library account and librarians have delivered over 1,700 books.

Mail Out Service

Established in 2021, Mail Out Service provides a valuable form of access to library materials for residents who are experiencing health, transportation, or disability barriers that prevent them from visiting a library branch. Service is available on an on-going or temporary basis which has allowed patrons who are in quarantine, living with long-term effects of COVID-19, recovering from surgery, or living with adverse health conditions the ability to utilize library resources from the safety of their homes.

Currently, residents over the age of 60 make up the majority of Mail Out Service users. The average age of suburban Ramsey County residents is expected to increase over the next decade. Coupled with the increase of senior housing developments in our service area, we anticipate the need for Mail Out Service will continue to grow in the coming years.

Hotspot Lending

Through two grants obtained by MELSA, Ramsey County Library received 28 hotspots designated for patron use to help lessen the digital divide during COVID-19 shutdowns. RCL worked with the outreach department to identify three (3) current partner organizations who would receive a portion of the hotspots to make available for their residents' use – Lake Owasso Residential Care in Shoreview, a residence for adults with developmental disabilities aged 18-55; Solid Ground in White Bear Lake, provides short-term housing and programs for low-income families with school-aged children; and, Silver Lake Pointe in Mounds View, a subsidized housing residence for adults aged 62+.

Residents were able to check out the hotspots for their personal use between September 2020 and September 2021. The hotspots were used by 63 different individuals. Several participants at Solid Ground were able to further their schooling, apply to college, apply for jobs, and three gained full-time employment. Lake Owasso Residence was shut down to all visitors and residents were not allowed to go out into the community to work for most of the pandemic. The hotspot lending program allowed residents to stay connected to their family and friends, and to continue to work on life skills and maintain relationships with their employers. Silver Lake Pointe were able to continue to access library resources and materials through RCL's digital library. Additionally, they were able to order household goods online to be delivered to their residence to avoid the need to physically visit stores during the pandemic. These activities have increased the participants' computer confidence and navigational skillset.

“Take-Me-Home” Community Libraries

Outreach librarians plan to establish on-site “Take-Me-Home” libraries with community partners to make books and library services available to residents at more convenient locations – where they live, obtain services, and perform routine tasks. Locations will be prioritized to promote literacy and library services to residents who are experiencing barriers to access as well as non-traditional users.

In Fall 2022, outreach librarians will install ten (10) community libraries, with an aim to partner with local laundromats, mobile home park communities, and select organizations who offer social, housing, and disability services directly to residents. A semi-permanent shelving unit will be placed at each location. Shelving units will be filled with books generously donated by the Friends of Ramsey County Libraries.

Outreach librarians will schedule quarterly Pop-Up Library events at each location to provide one-to-one tech help, library card registration, promotion of library services, and programming. Staff will also monitor collections levels and perform routine maintenance as needed.

~~ Outreach Librarians, Carly Sanft & Rebecca Cooper

MOUNDS VIEW LIBRARY OVERVIEW

Branch Library Report

Mounds View



May, 2022

Report to the Library Board

TRENDS IN THE SERVICE AREA

- More than 25% of Mounds View residents are people of color. 11% are foreign born, and 17% speak a language other than English at home
- Over 10% of Mounds View residents have a disability status.
- 5.5% of residents are unemployed (slightly higher than the Twin Cities average of 4.8%).
- Mounds View residents have an overall lower educational level than the general Twin Cities.
*city statistics obtained from mncompass.org

LIBRARY ISSUES AND SERVICE TRENDS

- New mural in kids area by Laotian Artist Aloun Phoulavan
- New roof and windows installed 2020
- Parking lot resurfacing summer 2022
- Patrons using fax, scanning, and notary services at a high rate
- MV offered curb side pickup the longest of all the RCL branches

LIBRARY SERVICES AND EVENTS

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

Maker Kids- monthly take home maker kits for pre-k and school age

Mary was part of providing virtual storytimes

Monthly scavenger hunts to highlight kids collection

What is special and important about the library

Community hub for low income and new immigrants

Small town feel with many daily regulars who often come by foot

Notably high circulation of children's materials

Job board updated frequently for those seeking new or better jobs

Collection Highlights

- New Easy And Juvenile book display area to feature new topics monthly
- New children's holidays area for easy browsing
- New signage and shelving area for English Language Learners

Work Plan Project(s)

Nature & Science Learning Center Playground install summer 2022

Community collaborations on world language collections.

Key Partnerships

Silver View Education Center- ABE and GED

Bel Rae, Silverview, and Wildwood Manor Senior Housing

Bridges Special Education

Ralph Reeder Food Shelf - library food drive and supply books for their customers

MOUNDS VIEW AT A GLANCE

YEAR BUILT	1990
SQUARE FEET	8,000
DAYS OPEN	Mon, Thu 1 – 8 pm Tue, Sun Closed Wed, Fri, Sat 10 – 5 pm
HOURS/WEEK	35

NUMBER OF PUBLIC COMPUTERS	21
COLLECTION SIZE	39,995

STAFF FTE	3.4
TOTAL STAFF	5 (hiring a 64pp page June 22)
VOLUNTEER HOURS	43

	2018	2019	2020	2021	2020
TOTAL CIRCULATION	140,281	128,648	57,668	85,854	152,596
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	63,670 49%	63,670 49%	27,440 48%	46,692 54%	75,128
REFERENCE	15,405	15,704	10,010	11,531	12,376
COMPUTER HOURS USED	9,539	8,995	1,529	1,722	1,416
WIRELESS USERS	7,986	7,467	1,597	1,393	4,480
ANNUAL VISITS	70,443	69,617	11,822	9,281	45,863
CHILDREN'S PROGRAM ATTENDANCE	4,599	5,784	697	103	901
ADULT PROGRAM ATTENDANCE	650	645	88	24	53

SUPPLEMENTAL BUDGET AND PERFORMANCE MEASURES UPDATE

Grussing shared that this year's supplemental budget process and performance measures are very prescriptive and are set to align with the County's strategic priorities. He explained that each year the process and measures change slightly to accommodate for specific situations and do not necessarily

allow for flexibility/engagement between the different departments. Grussing shared that the Trustees will have an opportunity to share thoughts and critiques with the County Board at the joint meeting in October.

Eide echoed Grussing's comments and reiterated that it is a very regimented process and that they are on a very short timeline.

Board Chair Woods shared that he is looking forward to future conversations and clarification on how and the rationale behind the goals are developed.

Chang shared that the numbers (measures) need more meaning behind them. She explained that by expanding on the measures it would allow for more reflection and conversation around the challenges. She continued that it would also give the Trustees a better idea of how to be better involved in making the changes. Chang also expressed concern that the library often is not inclusive of all diverse populations, specifically the LGBTQ community when discussing equity and accessibility.

Perry agreed with Chang and reiterated that the work of the library and staff to promote diversity and inclusion is an on-going mission.

ADJOURNMENT

A motion was made by Neblett to adjourn the meeting at 8:05pm. Perry seconded the motion, which was approved unanimously.

May Staff Updates

We congratulate the following staff who were promoted:

- Megan Demeuse, Librarian at RCL – Roseville (working out of class)

We say farewell to the following staff who resigned:

- Pa Lor, Library Page at RCL – Maplewood

Maplewood Renovation

Chair Steve Woods, Vice Chair Sylvia Neblett, and the County team of Monica Stratton, Pang Yang, Mickey Ladich, and Jennifer McMaster continue to work with Adolfson & Peterson and HGA on the renovation project. Currently, the team is validating direction for interior finishes, approving quantities and locations for equipment, and approving designs and locations for service desks. The most recent meeting was in person, and the excitement around this project is increasing as it moves from concept to reality.

Frontline Worker Pay

Minnesota's Department of Labor and Industry (DLI) opened the Frontline Worker Pay application period on June 8. We shared this information with staff so they could connect residents with the opportunity.

Eligibility criteria for Frontline Worker Pay, which were set forth in the Frontline Worker Pay law, did not specifically call out public library workers. When the program was first announced, several metro area library directors advocated for the inclusion of public library workers, but those efforts did not yield the desired results. The explanation from the Department of Labor and Industry noted that public library services are in the information services sector, which was not included in the frontline sector definition.

Given that for the past two years our library workers and others across the state have demonstrated their ability to reinvent services, programs, and spaces to meet urgent community needs, the exclusion of public library workers is disappointing. I am grateful to Ramsey County for recognizing library staff as essential workers through its own pandemic pay effort.

Welcoming Residents to Our Spaces

With the start of summer programming, our libraries are seeing an increase in the number of residents visiting our spaces. Some of those faces are familiar, and some are new. With that in mind, I want to share an excerpt from a message one of our staff sent me:

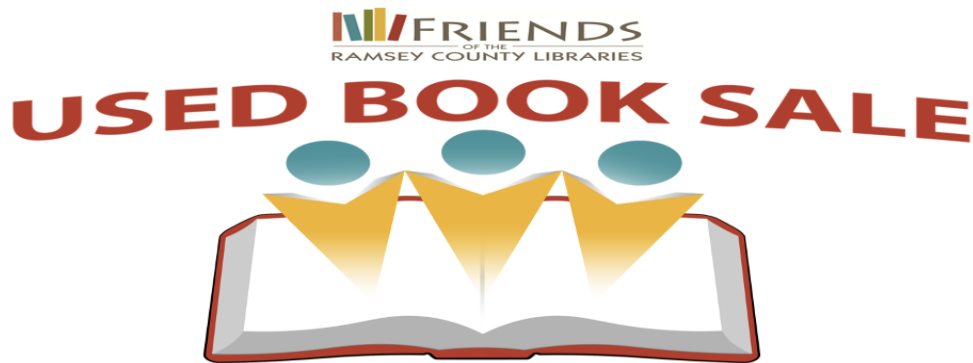
Administrative Office
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It seems easy enough to explain to staff the importance of a simple greeting. And yet it continues, at times, to be shrugged off as a "given," or a "formality." But upon deeper reflection one might realize how important it is not just generally, but particularly when a patron's body language indicates (and it's often very clear) that they are visiting for the first time and, for one reason or another are experiencing discomfort. And taking it a step further, it can truly be a make or break moment for individuals who identify as immigrants, many of whom are recent arrivals likely asking themselves if and how their different culture and a language barrier, might impede their first library experience. It's at once exciting and a bit sad to see how positively these people respond to a simple, genuinely welcoming comment. Exciting because it feels like a small, invisible barrier may have disappeared in that instant, and sad because their initial trepidation tells me that they haven't always be welcomed so openly in other venues. Empathy in these encounters is not difficult to find if one would genuinely try to put themselves in these people's shoes, and try to recognize that what might seem routine to us can be (no exaggeration) an act of courage for some others.

As residents return to our spaces, staff are working hard to truly see and welcome them with brief eye contact, a nod, a smile, and a friendly greeting. I want to thank John Bergeron, Principal Circulation Supervisor, for so eloquently articulating what we stand to lose if we aren't intentional about doing those small things that let residents know we see them, we hear them, and we are here to help them.

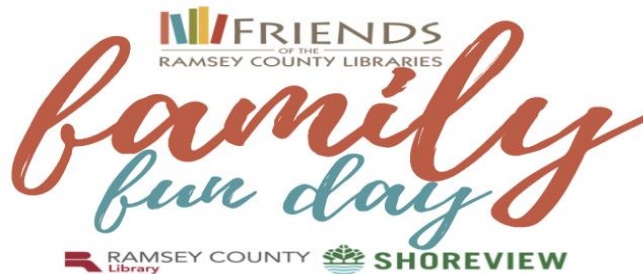


Ramsey County Library Board Update June 2022



RCL-Roseville Used Book Sale May 13-15, 2022

We hosted a used book sale at the Roseville Library Used Book Store May 13-15, 2022. A huge selection of book genres, DVDs, CDs were available for sale. Total sales were \$4,677.50 and 21 people became Friends members.



The Family Fun Day event with held in collaboration of the Friends, RCL and the Shoreview Community Center to bring all of our patrons together for an inside/outside scavenger hunt on Saturday May 21st. There were 211 children participating in the scavenger hunt who received ice cream or popsicles and over 100 adults attending were eligible for prizes. Some participants mentioned that they had never been in the Shoreview Library and a number of people registered for library cards. It was a successful event bringing together the Library staff, the Friends, the Shoreview Community Center and community volunteers.

Legacy Circle news: I am pleased to announce two estate gifts that the Friends will be receiving in the near future:

1. An estate gift from Eileen Adams – according to the executor of the estate, the unrestricted gift to the Friends of the Ramsey County Library will be around \$300,000.

2. The second gift is from Ronald Varns designated for the betterment of the Mounds View Library. Progress towards preparing the Varns house for sale:

- An estate sale was conducted May 26th - 27th, 2022 to sell the household assets.
- Repair of a sewage pipe was completed on May 31, 2022.
- The baby grand piano will be stored temporarily at the Mounds View Library later this month.

We hope to have the house ready to put on the market for sale in July 2022.

We plan to hold community meetings in the Mounds View area to get input from the residents about the best uses for this generous gift.

Request for Library Board Action

Meeting Date

June 15, 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

June 15, 2022

Action Requested
Information & Discussion**Presented By**

Ling Becker,
Director of Workforce Solutions

SUBJECT:

Digital Equity Overview.

BACKGROUND:

Ling Becker, Director of Workforce Solutions, will give an overview of digital equity and Ramsey County's Connectivity Blueprint.

BOARD ACTION REQUESTED:

Information and Discussion.

Request for Library Board Action

Meeting Date

June 15, 2022

Action Requested
Information & Discussion**Presented By**
Jason Lyons,
Digital Services Librarian**SUBJECT:**

Digital Literacy Overview.

BACKGROUND:

Jason Lyons, Digital Services Librarian, will give an overview of the digital literacy updates at the library.

BOARD ACTION REQUESTED:

Information and Discussion.

Report to the Library Board
Digital Literacy
June 15th, 2022

Digital Literacy Classes and Drop-in Help Labs

Ramsey County Library continues to make digital literacy instruction to our communities a priority. Ramsey County Library offers a variety of innovative technology classes and programs both in-person and virtually.

During the COVID shutdown, the library modified digital literacy programming by introducing virtual computer and technology classes using Zoom communication software and launching computer and tech help appointments by phone. In 2021, Ramsey County Library offered 57 virtual digital literacy classes via Zoom to 447 students and scheduled 93 phone appointments.

Since the library reopened for in-person programming in September 2021, the library offers both in-person and virtual class offerings. Classes vary from basic computer skills based on NorthStar Digital Literacy standards (*Computer Basics*, *Internet Basics*, *iPhone and Android Basics*, *Microsoft Word*, and *Excel*) to a variety of innovative classes such as *3D Printing and Design* and *Photo and Video Conversion* that support our maker initiative. Since January 2022, the library has offered 62 technology classes to 423 students.

Some popular classes offered in 2022 include:

<i>Media Literacy: Spotting Fake News</i>	<i>Intro to Chromebooks</i>
<i>Zoom Basics</i>	<i>Basic Image Editing</i>
<i>How to Maintain Hardware</i>	<i>Password Management</i>
<i>Be (Almost) Invisible on the Internet</i>	<i>Scams—Learn to Spot and Avoid Today's most Common Scams</i>
<i>Ransomware—What it is and how to Avoid it</i>	<i>Android Phone Basics</i>
<i>iPhone Basics: Navigating iOS</i>	<i>Genealogy on the Web</i>

Ramsey County Library currently offers *Drop-in Computer and Technology Help* labs five times per week at various branches. Patrons are free to walk in for individual help without registration. Since January 2022, the library has helped 338 students in drop-in computer and technology help labs.

Partnerships

Ramsey County Library maintains our successful ten-year partnership with AmeriCorps by hosting four CTEP (Community Technology Empowerment Project) members serving in 2021/2022. CTEP members work with both youth programming and adult technology instruction.

The library continues its relationship with Volunteers of America by providing one-to-one digital literacy and job readiness instruction twice a month to ex-offenders at their re-entry center in Roseville. AmeriCorps CTEP members and library staff help residents search and apply for jobs, format resumes, navigate the internet to find affordable housing, and learn basic computer and technology skills. Since January 2022, Ramsey County Library CTEP members have helped six residents find employment.

Last October, the library hosted Ramsey County IS staff as they shared their knowledge during Cybersecurity Awareness month by offering the online webinar *Personal Information Security Protection in a Modern Era*. The library has since partnered with IS staff by hosting *Introduction to Cryptocurrency, Information Security for Seniors*, and a more technical offering *Geek Out! – A High Tech Conversation and Demo*.

This past February, the Roseville Library welcomed Ramsey County Law Library Director, Sara Galligan, as she presented free and valuable legal resources available online in *Legal Information on the Web*.

The library strengthened its relationship with Workforce Solutions by regularly sharing Digital literacy program information and meeting quarterly.

Maker Adult

Access to Maker equipment (which includes the 3D Printer, Cameo, sewing machine, and digitization equipment) started up again in September 2021. Patrons can use this equipment through a combination of reservations and first-come, first-served every Friday and Saturday at the Library in Roseville. In-person Maker Adult classes began in March 2022 with the Creating a Successful Etsy Shop series and now includes classes about Photo & Video Conversion and 3D Printing & Design.

Jason Lyons, Digital Literacy Coordinator

Request for Library Board Action

Meeting Date

June 15, 2022

Action Requested
Information & Discussion**Presented By**

Jake Grussing,
Library Director

SUBJECT:

Strategic planning discussion.

BACKGROUND:

Jake Grussing, Library Director, will facilitate a conversation on Ramsey County Library's current mission to connect community, inspire curiosity, and cultivate learning. He asks Trustees to consider the following question in advance of the meeting:

- What is missing from the current mission that, if it were present, would make it stronger?

Trustees Claire Chang and Steve Woods will facilitate a conversation on principles to guide the library as it pursues its mission and strategic priorities. They ask Trustees to consider the following question in advance of the meeting:

- What 5-10 core values would best guide our library system to deliver on our mission to connect community, inspire curiosity, and cultivate learning?

Ramsey County vision, mission, and values are included here for reference.

BOARD ACTION REQUESTED:

Information and Discussion.

OUR VISION, MISSION AND GOALS

VISION

A vibrant community where
all are valued and thrive.

MISSION

A county of excellence working with
you to enhance our quality of life.

GOALS



WELL-BEING

Strengthen individual, family and community health, safety and well-being

through effective safety-net services, innovative programming, prevention and early intervention, and environmental stewardship.



PROSPERITY

Cultivate economic prosperity and invest in neighborhoods with concentrated financial poverty

through proactive leadership and inclusive initiatives that engage all communities in decisions about our future.



OPPORTUNITY

Enhance access to opportunity and mobility for all residents and businesses

through connections to education, employment and economic development throughout our region.



ACCOUNTABILITY

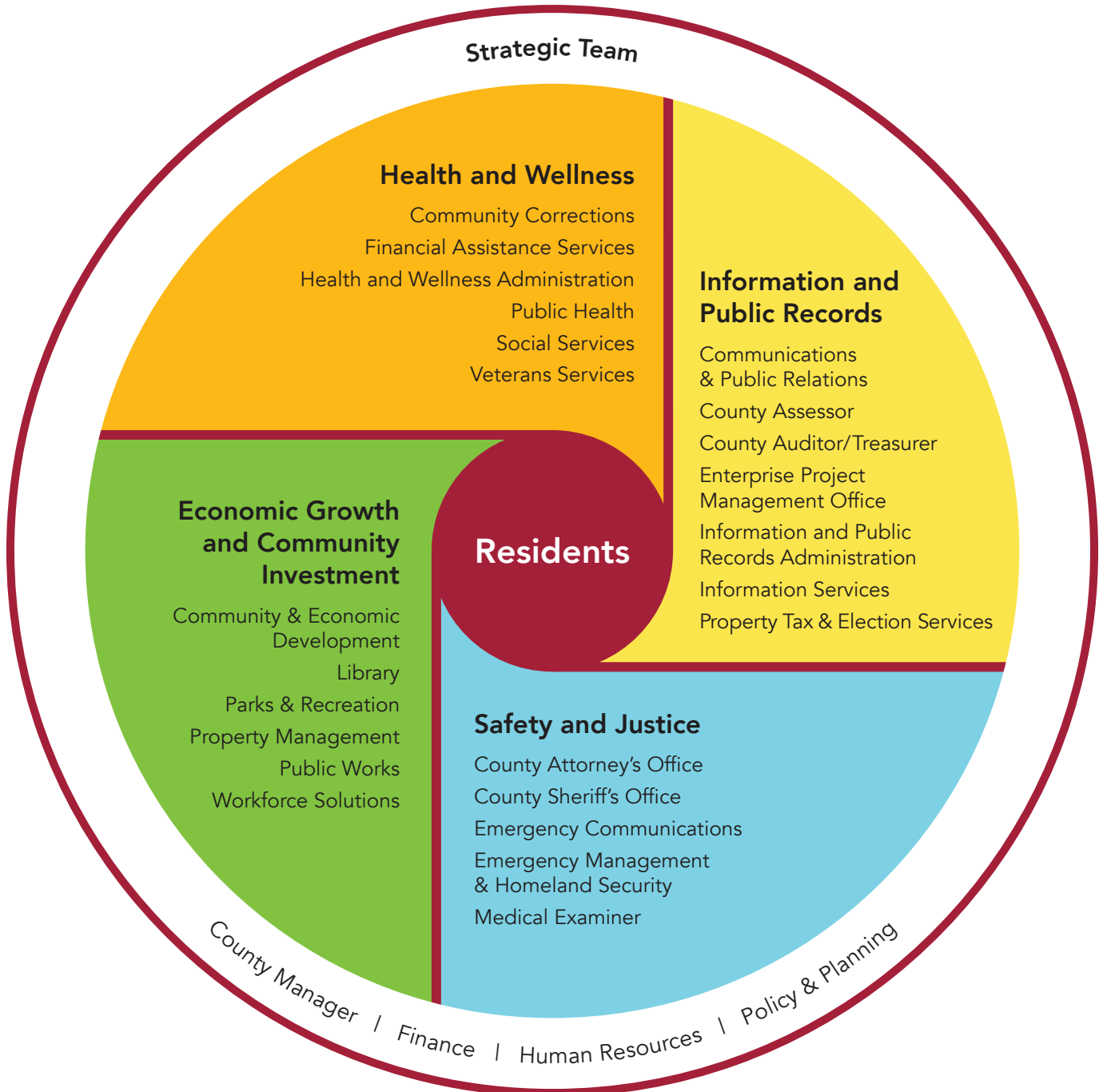
Model fiscal accountability, transparency and strategic investments

through professional operations and financial management.



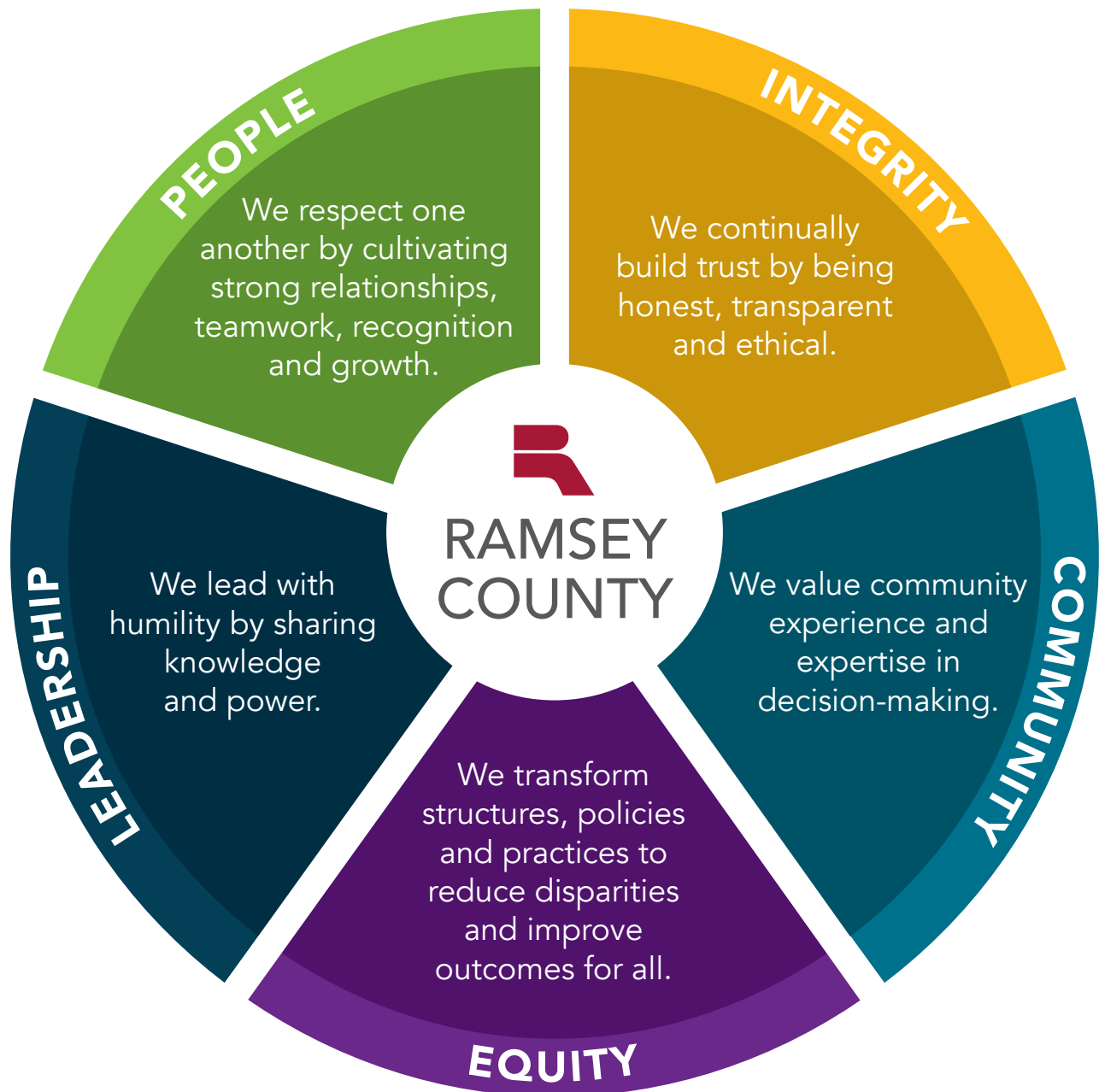
ramseycounty.us/mission

OUR ORGANIZATION



OUR VALUES

Ramsey County is a welcoming, accessible and inclusive organization. Our core values define our culture. They guide who we are as a county, our individual behaviors and operational decision-making.



Invest in People • Serve with Integrity • Value Community • Advance Equity • Empower Leadership at All Levels

5/10: Shoreview Press Shoreview Community Foundation awards grants
https://www.presspubs.com/shoreview/news/shoreview-community-foundation-awards-grants/article_65fd8578-d085-11ec-984d-a7b41dbb3921.html

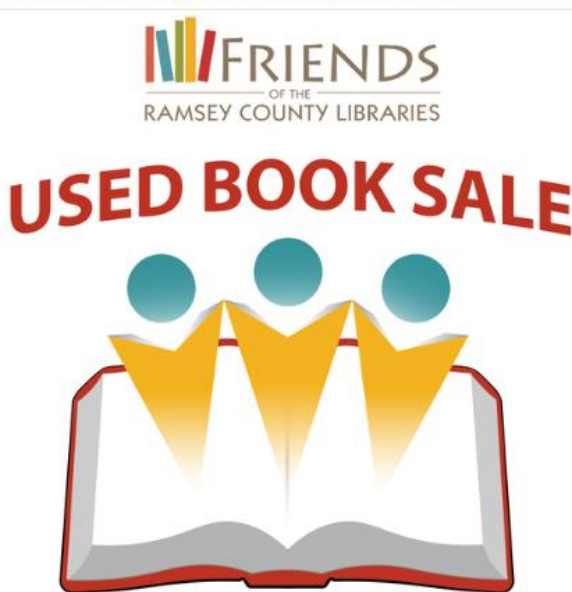
6/7: Shoreview Press Bike service stations offer bicyclists help on trails
https://www.presspubs.com/shoreview/news/bike-service-stations-offer-bicyclists-help-on-trails/article_09a8f97a-e6c8-11ec-b33b-379df848987e.html

FACEBOOK:

Facebook is currently experiencing newsfeed issues and was only displaying posts that were shared or posted natively. Posts shared through our scheduling app were not visible.

Ramsey County Library
Published by Pa Na Lor · May 6 ·

The Friends of the Ramsey County Libraries Used Book Sale is one week away!



FRIENDS
OF THE
RAMSEY COUNTY LIBRARIES

USED BOOK SALE

Friends of the Ramsey County Libraries
May 6 ·

Our huge Used Book Sale is one week away! Mark your calendars to browse a vast selection of books from many genres plus DVDs & CDs priced at \$1.00 or less! See more

963 People reached 37 Engagements - Distribution score [Boost a post](#)

12 Shares

Ramsey County Library
Published by Pa Na Lor · May 11 at 10:30 AM ·

Let's sing "Zoom Zoom Zoom" with Ms. Andrea! For more storytime snacks: bit.ly/storytimesnacks




355 People reached 18 Engagements [Boost post](#)

5 Shares

Ramsey County Library
Published by Pa Na Lor · May 14 at 1:23 PM ·

Happening Now: The Used Book Sale at the library in Roseville.



Friends of the Ramsey County Libraries
May 14 at 9:29 AM ·

Look at all these books! There's something for everyone at our huge sale. Genres include fiction, hardcover & paperback mystery, children's books, YA, biograph... See more

1,892 People reached 134 Engagements - Distribution score [Boost a post](#)

23 Comments 3 Shares

Ramsey County Library
Published by Pa Na Lor · May 18 at 2:47 PM ·

Happening this Saturday, May 21: Family Fun Day! Join us at the library in Shoreview from 10 a.m.-Noon.



FRIENDS
OF THE
RAMSEY COUNTY LIBRARIES

family fun day

RAMSEY COUNTY SHOREVIEW
Library

SATURDAY, MAY 21 • 10a – 12p

RCL – Shoreview
4560 N. Victoria Street

Join us for a morning of family fun! Check in at the library Community Room to receive your "fun day" scavenger hunt card. The adventure will take you on a story journey to the Shoreview Community Center and ending at the new Shoreview Commons Destination Playground.

- A sweet treat for completed scavenger hunt cards.
- Enter drawing for prizes.

Thank you to our Signature Sponsor:

Northeast Bank
Strength of a Leader. Heart of a Friend.

Friends of the Ramsey County Libraries
May 18 at 2:09 PM ·

Join us for Family Fun Day this Saturday, May 21! Presented by Ramsey County Library, Shoreview Parks & Recreation, and the Friends, this event includes a scave... See more

1,214 People reached 24 Engagements - Distribution score [Boost a post](#)

7 Comments 2 Shares



Ramsey County Library

Published by Pa Na Lor · 22h ·

RCL-Roseville users: There is currently road construction on Hamline and County Rd 8. The library entrance from Commerce Street will remain open during the project. Access to the other two library entrances may be limited as road construction shifts. Learn more: http://ramseycounty.us/_/2022-road-construction...

1,634

People reached

58

Engagements

—

Distribution score

Boost post

6

2 Shares



Ramsey County Library

Published by Pa Na Lor · 2h ·

Heat up your summer break with special guests Kidcreate Studio, Mixed Nuts, Raptor Center or Snake Discovery at your local library. This year's kickoff celebrations will be held at separate library locations.

Find a celebration near you: bit.ly/39ayCx6



183

People reached

16

Engagements

—

Distribution score

Boost post

5

2 Shares

GOOGLE:

Ramsey County Library - Maplewood

3025 Southlawn Dr, Maplewood, MN

Write a review

4.4



87 reviews



William Starkey

5 reviews

★★★★★ a week ago NEW

Sunshine on a cloudy day. Patience, knowledge, not giving up until right answers are found. Four Stars. Thank You.

Ramsey County Library - New Brighton

400 10th St NW, New Brighton, MN

Write a review

4.5



32 reviews

Most relevant

Newest

Highest

Lowest



J Hyttsten

Local Guide · 37 reviews · 42 photos

★★★★★ a month ago

We love coming to our local library. I like being able to order books to reserve on their app. It's easy to pick them up. The kids area is a little smaller than some of the other Ramsey County libraries, but I like that it's contained. It makes it easier for me to browse for books and still keep an eye on my little ones. The librarians are always super helpful and friendly. This is located inside the New Brighton Community center where the Eagles Nest indoor playground is also located. When you enter the parking lot go to the right of the roundabout and head to the east side of the building, that is where the library is located. There is a Dropbox on the backside of the building. Beware, they open later in the mornings on Wed and stay open later in the evening that day. Check the hours before you go!



Ramsey County Library - White Bear Lake

2150 2nd St, White Bear Lake, MN

4.5



33 reviews

People often mention

All

read 7

Sort by

Most relevant

Newest

Highest

Lowest



Rebekah Doyle

126 reviews · 20 photos


★★★★★ 3 weeks ago NEW

Love my library!

TWITTER:

Ramsey County Library
Published by Pa Na Lor · May 6 ·

The Friends of the Ramsey County Libraries Used Book Sale is one week away!



USED BOOK SALE

Friends of the Ramsey County Libraries
May 6 ·

Our huge Used Book Sale is one week away! 📖 Mark your calendars to browse a vast selection of books from many genres plus DVDs & CDs priced at \$1.00 or less! Sal... See more

963 People reached · 37 Engagements · Distribution score

Boost a post

12 · 2 Shares

Ramsey County Library Friends @RCLFriends · May 12

It's time to get excited and make your plans to visit our huge used book sale at RCL-Roseville this weekend!

Hours:
Friday 5/13 10:00 am-4:30 pm
Saturday 5/14 10:00 am-4:30 pm
Sunday 5/15 12:00-4:00 pm (\$5.00 Bag Sale)

Details: rclfriends.org/buy-books/book...
Proceeds support @rclreads.



hannah @getreadinghomie · May 19
My next up!

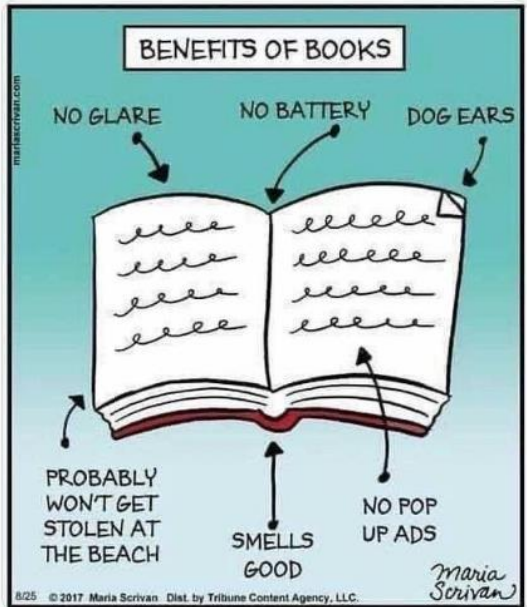
#TheDutchHouse #LibraryBook @rclreads



8 · 3 · 31 ·

RamseyCountyLibrary @rclreads · May 27
To dog ear, or not to dog ear, that is the question. 🐶

Image via @mariascrivan.



1 · 2 · 6 ·

Our Saviour's Lutheran Church @OSLC_EastSide
Replying to @rclreads and @mariascrivan

Not

2:52 PM · May 27, 2022 · Twitter for iPhone



Ramsey County Library Friends @RCLFriends · May 16

Join us for Family Fun Day this Saturday, May 21! Presented by @rcireads, the Shoreview Community Center & the Friends, this event includes a scavenger hunt adventure from the Shoreview library to the new Shoreview Commons Destination Playground.

rcifriends.org/events/ffd/



1 2



RamseyCountyLibrary @rcireads · Jun 5

Don't mind the fire breath. The dragon at the library in Shoreview loves book returns. 🐉🔥



1 1 6



hannah @getreadinghomie

Replying to @rcireads

So awesome!

5:44 PM · Jun 5, 2022 · Twitter for Android



Patrice Johnson (she/her; hon/henne) @NordicFoodGeek · May 17

Join me Thursday for a tasty Zoom discussion about Swedish Foodways & Immigration. #ramseycounthyhistoricalsociety History Revealed presentation is in partnership with @ESFLibrary & @rcireads Details & reg:



rchs.com

History Revealed: Swedish Foodways & Immigration...
Swedish Foodways & Immigration with Patrice Johnson History Revealed Series Thursday, May 19...

3 6



T. G. Polachek @TomsBrightIdeas

Replying to @FrederickMelo

Does Howard still do the Countdown trivia at @rcireads Roseville Library near closing time?

2:27 PM · Jun 1, 2022 · Twitter Web App

1 1 1



Tweet your reply

Reply



RamseyCountyLibrary @rcireads · Jun 2

Replying to @TomsBrightIdeas and @FrederickMelo

Hi T.G. Polachek, Thanks for asking. Howard has since retired and our announcements are no longer nearly as interesting. However, we still try our best to have fun at the library.



CDF MN @cdfmn · Jun 8

High school senior Laichia Vang wants to change how English language learners are taught. That starts with listening to students' stories.

#Youthvoice
[@SahanJournal](http://SahanJournal.com)
[@rcireads](http://rcireads)



sahanjournal.com

Graduating Roseville student publishes stories of Minnesota English la...
Sixteen essays and poems reflect the good and the bad of English language classes, as well as the harassment, sexual violence and ...

2 5



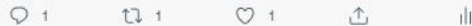
RamseyCountyLibrary @rclreads · Jun 3

Today's teens are reading, both in print and online, but what they are reading frequently isn't counted in surveys as "reading." Experts say it isn't helpful for adults to dismiss the reading that many teens are doing. Here are s... wapo.st/3gHRVxT



washingtonpost.com

Perspective | How to encourage teenagers — especially boys — to rea...
First: Stop undervaluing the reading they are doing, even if it's online.



Angela
@aca902

Replying to @rclreads

Graphic novels, too! Just because kids/teens are not interacting with text the way we do or used to, doesn't mean they are not learning and/or deeply engaged. Thanks for sharing this!

1:16 PM · Jun 3, 2022 · Tweetbot for iOS

1 Like



Ramsey County Library Friends @RCLFriends · 57m

The Friends are happy to sponsor the RCL Summer Reading Program and kickoff events. Find a kickoff event near you on 6/11 or 6/18: bit.ly/39ayCx6

Enjoy a summer of family reading & learning! 📖👨👩👧👦
rclreads.org/news/kids_summ...



RamseyCountyLibrary @rclreads · 22h

Heat up your summer break with special guests Kidcreate Studio, Mixed Nuts, Raptor Center or Snake Discovery at your local library. This year's kickoff celebrations will be held at separate library locations.

Find a celebration near you: bit.ly/39ayCx6

