

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

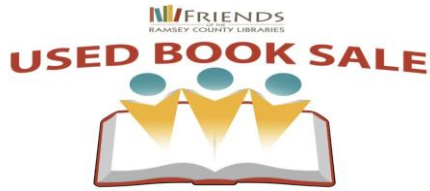
On a quarterly basis, Library Staff present the following series of reports to the Library Board for information and discussion. The reports include:

- 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 curbside 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.