

**Ramsey County Library
Board of Trustees Meeting
November 16, 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=S2ROd1FYUE8vcHBWWVhtSkpNU1lzZz09>
Phone: 651 372 8299; Webinar ID: 966 9653 4304; Passcode: 023509

- I. **Call to Order**
- II. **Public Comment**
- III. **Approval of Agenda**
- IV. **Consent Agenda**
 - a. Approval of the October 19, 2022 Meeting Minutes
 - b. 3rd Quarter Reports
 - c. Uncollected Debt Write Offs
- V. **Action Items**
 - a. Strategic Plan
 - Review, Edit and Approve
- VI. **Discussion Items**
 - a. Deputy County Manager Update
 - b. Ramsey County Board Liaison Report
 - c. Ramsey County Library Friends Update
 - d. Trustee Survey
 - e. Maplewood Closure Update
 - f. Performance Measures
 - Discussion Facilitated by Antonio Montez
- VII. **Adjournment**

Scheduled Upcoming Meetings

December 14, 2022	RCL – Shoreview
6:30 p.m.	4560 Victoria Street North
	Shoreview, MN 55126

Library Board of Trustees

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

Ramsey County Board Liaison

Commissioner Victoria Reinhardt

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

Minutes of the Ramsey County Library Board of Trustees
October 19, 2022

LIBRARY TRUSTEES PRESENT:

Grace Atkins, Claire Chang, Sida Ly-Xiong, Sylvia Neblett, Andrea West, Steve Woods.

STAFF PRESENT:

Pang Yang, Deputy Director; Jeff Eide, Senior Library Manager, Planning and Analysis; Chuck Wettergren, Digital Services Manager; Monica Stratton, Branch Manager; Maggie Soukup, Library Board Coordinator.

OTHERS:

Victoria Reinhardt, Ramsey County Commissioner; Johanna Berg, Deputy County Manager, Mary Worley, Executive Director, Ramsey County Library Friends; Les Sipkma, Shoreview Resident; Max Davis, ACET Inc.; Carlos Gallego, ACET Inc.

CALL TO ORDER:

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

PUBLIC COMMENT

To view the public comments made by Shoreview Resident Les Sipkma, follow this [link](#). (01:00)

APPROVAL OF AGENDA

A request was made to move the strategic planning update with the individuals from ACET Inc. to the top of the agenda. A motion was made by Ly-Xiong to approve the revised agenda. West seconded the motion, which passed unanimously.

APPROVAL OF CONSENT AGENDA

A motion was made by Chang to approve the consent agenda items as presented. The motion was seconded by Ly-Xiong, which passed unanimously.

STRATEGIC PLANNING UPDATE WITH ACET INC. (09:40)

Max Davis and Carlos Gallego from ACET Inc., gave an update on the strategic planning process. ACET Inc. was tasked with developing a clear, relatable plan that was understood by all staff and stakeholders including the Board of Trustees.

Trustee Woods stressed how crucial the strict timeline to completion is since several Trustees that have been involved in the planning process will not be serving on the board after the December meeting. He requested that a draft product be available for the Trustees to review at the November meeting. This will give the Trustees adequate time to review and reflect before the December meeting.

Many Trustees expressed disappointment in how slow the process has been and that they had hoped to see, at least, emerging top priorities today.

Deputy Director Pang is hopeful to be able to provide the Trustees a more completed plan at the next meeting but explained the importance of ensuring that the final product reflects all stakeholder's feedback.

To view the entire discussion, follow this [link](#). (09:04)

DEPUTY COUNTY MANAGER UPDATE

Presented by Deputy County Manager Berg. Her update can be found by following this [link](#). (40:50)

RAMSEY COUNTY BOARD LIAISON REPORT

Presented by Commissioner Victoria Reinhardt. Her report can be found by following this [link](#). (42:50)

MAPLEWOOD CAPITAL CAMPAIGN UPDATE

Executive Director Mary Worley shared that the Executive Committee of the Ramsey County Library Friends voted last week to suspend the Maplewood Capital Campaign at this time. The lack of leadership and partnership with community stakeholders, local leadership and city officials made the campaign not feasible. Worley suggested that the Friends may consider restarting the campaign in the future. To view Worley's update, follow this [link](#). (53:00)

MAPLEWOOD RENOVATION UPDATE

Branch Manager Monica Stratton gave an update on the Maplewood renovation project. Stratton shared architectural renderings, carpet and paint samples and images of potential furniture that are currently available to sit-test at the Maplewood branch. She explained that the branch is tentatively scheduled to be closed starting early December to allow staff time to pack up library items with January 2, 2023 slated to be the first day of construction. Stratton is working with Circulation Supervisor Pete Hedberg decide where staff will go during the closure. To view Stratton's entire update, follow this [link](#). (57:45)

APPROVAL OF CONSULTANT CONTRACT:

West made a motion approve the funds for the Center for Economic Inclusion (CEI) consulting contract recommended by Deputy County Manager Berg. Atkins seconded the motion, which was approved unanimously.

ADJOURNMENT:

Ly-Xiong made a motion to adjourn the meeting at 7:55pm. West seconded the motion, which was approve unanimously.

Request for Library Board Action

Meeting Date
November 16, 2022

Action Requested
Information and Discussion

Presented By
Pang Yang, Deputy Director

SUBJECT:
2022 Third Quarter Reports

BACKGROUND:
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

BOARD ACTION REQUESTED:
For information and discussion.

Memorandum

To: Ramsey County Library Board

From: Mary Larson

Date: November 9, 2022

Subject: Third Quarter 2022 Financial Report

Attached is the 3rd quarter 2022 financial report. Highlights include:

- ❖ Property tax revenues are collected in May and October each year, while County Program Aid is distributed in the third quarter and at the end of the fiscal year. First half property tax revenue exceeded projections by more than \$300,000.
- ❖ Library Fines and Fees are below budget for 2022. Once September credit card revenue is added into the total, the annual projection for Library Fines and Fees is approximately \$65,000.
- ❖ Duplicating Copies revenue is below projections for 2022 but is on track to almost double the revenue received in 2021. Interest Income has been low in 2022 due to a reduced Library Fund Balance, but rising interest rates have resulted in increasing revenues in this line item.
- ❖ Operating budget expenditures are within budget in all categories. Salaries and Fringe Benefits are within budget due to retirements and other staff turnover as well as extended hiring times. Surplus funds will be used to fund the contract with Center for Economic Inclusion approved by the Library Board in October.
- ❖ Year-end budget reserves were approved by the Library Board in February and became available to spend in early March. Several projects are underway to expend 2019 funds by the end of this year, while 2022 reserves were approved to supplement the Library's book budget over a 2-3 year period. Ramsey County departments have three years after the original budget year to expend reserve funds.

LIBRARY OPERATIONS

CURRENT BUDGET YEAR WITH COMPARATIVE PRIOR YEAR YEAR TO DATE THROUGH SEPTEMBER 30, 2022 AND 2021

	2022					2021			
	Original Annual Budget	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD	Adjusted Annual Budget	Year to Date Actual Cash Receipts/ Disbursements	Actual % of Budget Year to Date	Variance (Over)/Under Adjusted Budget YTD
Revenue									
Taxes	11,625,622	11,625,622	6,129,525	53%	2,589,691	11,120,482	8,421,572	76%	(81,210)
County Program Aid	771,109	771,109	385,653	50%	192,679	679,566	348,643	51%	161,032
Fines	100,000	100,000	45,452	45%	29,548	50,000	42,179	84%	(4,679)
MELSA	200,000	200,000	154,411	77%	(4,411)	200,000	0	0%	150,000
PERA Rate Increase Aid	0	0	0	N/A	0	0	0	NA	0
Duplicating Copies/Sales	79,000	79,000	36,066	46%	23,184	79,000	15,799	20%	43,451
Interest on Investments	25,000	25,000	8,341	33%	10,410	75,000	397	1%	55,853
Building & Structures (Rent)	3,500	3,500	3,222	92%	(597)	78,300	3,220	4%	55,505
Recoveries	81,345	81,345	60,279	74%	730	0	1,072	N/A	(1,072)
Transfers To/From Other Funds	0	0	0	N/A	0	0	0	N/A	0
Use of Fund Balance	0	0	0	N/A	0	581,000	0	0%	435,750
Total Revenue	12,885,576	12,885,576	6,822,949	53%	2,841,233	12,863,348	8,832,882	69%	814,629
Expenditures									
Salaries and Fringe Benefits*	8,340,915	8,340,915	5,504,662	66%	751,025	8,171,997	6,073,244	74%	55,754
Other Services & Charges	3,372,736	3,372,736	1,950,194	58%	579,358	3,275,151	2,149,232	66%	307,131
Supplies	166,925	166,925	90,437	54%	34,756	180,000	77,336	43%	57,664
Capital Outlay	55,000	55,000	4,972	9%	36,278	61,200	2,167	4%	43,733
Books, Periodicals, Etc.	950,000	950,000	550,356	58%	162,144	1,175,000	688,963	59%	192,287
	12,885,576	12,885,576	8,100,621	63%	1,563,561	12,863,348	8,990,942	70%	656,569
Inc/(Dec) to Fund Balance			(1,277,672)				(158,060)		

* 2022 Salary expenditures through paydate 10/14/22.

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

**LIBRARY OPERATIONS
CURRENT YEAR DISBURSEMENTS OUT OF RESERVES
YEAR TO DATE THROUGH SEPTEMBER 30, 2022**

	2022			Actual as a
	Reserve	Year to Date	Balance	% of
	Amount	Actual Cash	Unexpended	Reserve
		Disbursements	09/30/22	Year to Date
<u>Expenditures</u>				
2021 Operating Budget Reserves	386,717	114,855	271,862	30%
2019 Operating Budget Reserves	138,000	8,836	129,164	6%
2018 Operating Budget Reserves	17,206	14,753	2,453	86%

**LIBRARY GRANTS AND OTHER SPECIAL PROJECTS
CURRENT YEAR DISBURSEMENTS
YEAR TO DATE THROUGH SEPTEMBER 30, 2022**

	2022			
	Current Adjusted Budget Amount	Actual Cash Disbursements	Balance Unexpended 09/30/22	Actual as a % of Budget To Date
<u>Expenditures</u>				
2021 MELSA Technology Grant	248,700	241,510	7,190	97%
2022 MELSA Technology Grant	60,000	54,750	5,250	91%

**OTHER LIBRARY FUNDS
YEAR TO DATE RECEIPTS & DISBURSEMENTS
THROUGH SEPTEMBER 30, 2022**

<u>Fund</u>	2022			
	Cash Balance Beginning of Year	Cash Receipts Year to Date	Year to Date Actual Cash Disbursements	Cash Balance as of 09/30/22
Rental Collection Revenue	60,523.68	1,293.14	5,229.06	56,587.76
Library Gift Fund	411,255.62	47,854.48	116,181.89	342,928.21
Roseville Library Capital Campaign Gift Fund	7,940.25	0.00	(224.74)	8,164.99

SUMMARY OF GIFTS RECEIVED

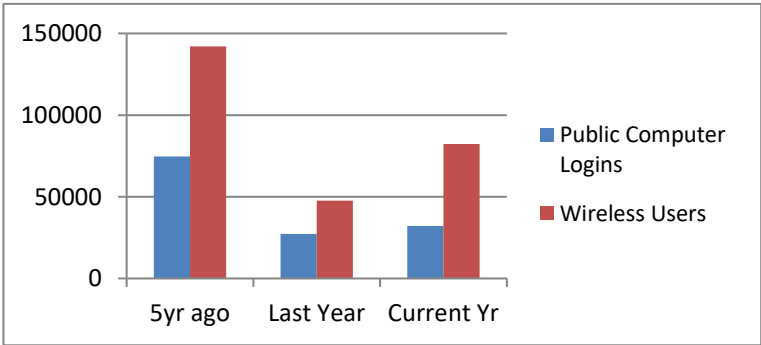
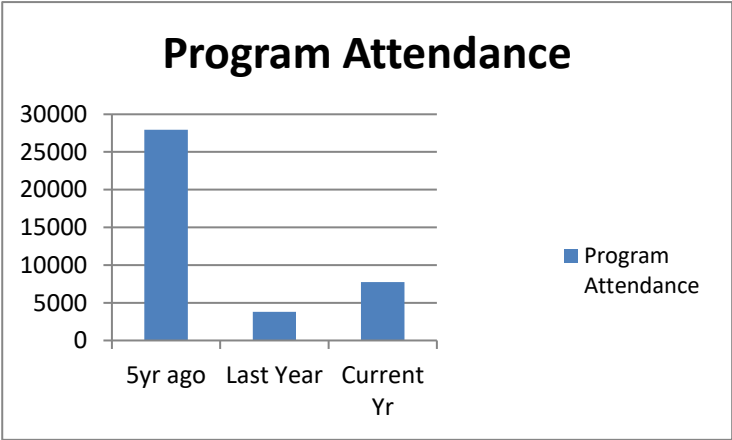
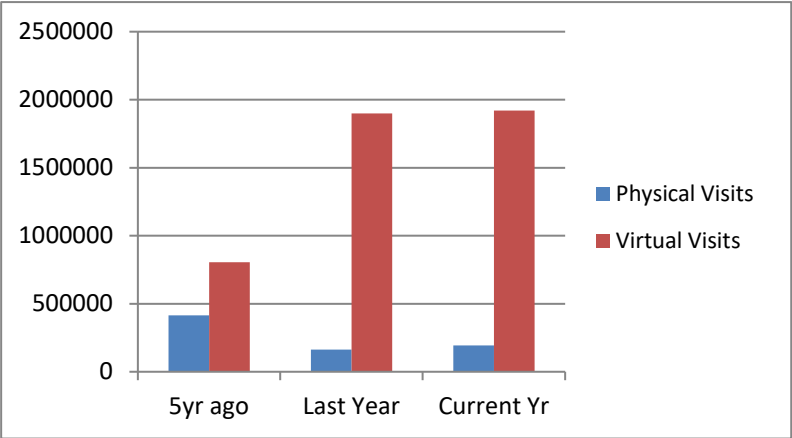
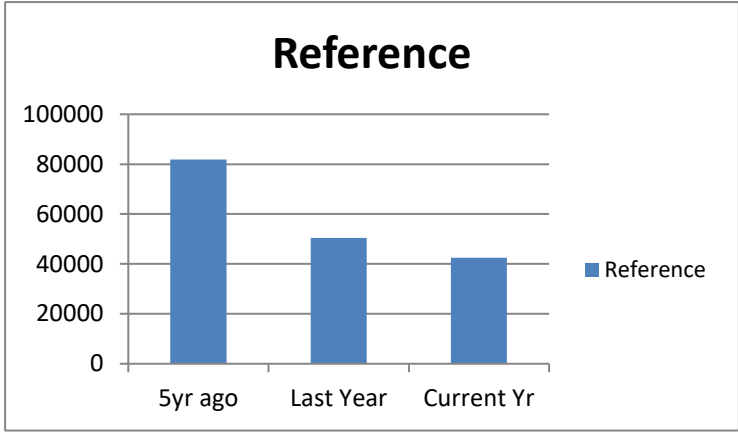
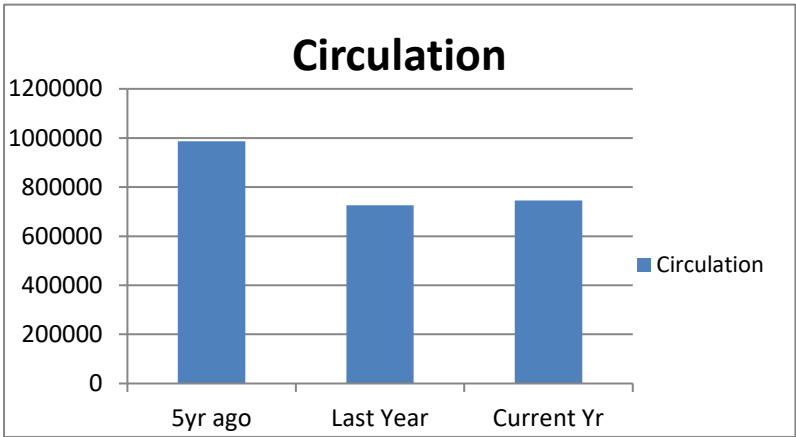
JULY - SEPTEMBER 2022

Donor	Purpose	Branch	Amount
TOTAL:			\$0.00

Statistical Trends 2022 Third Quarter Report

- Overall circulation for the quarter is 82% of what it was in pre-pandemic 2019. Digital materials such as e-books, e-audiobooks and e-magazines remain in-demand and usage of these materials increased to 158% of the same quarter in 2019.
- More than 193,000 library patrons visited buildings in Q3. This is 19% growth from last year and represents about 50% of that which we'd expect to see in a typical pre-pandemic third quarter.
- Usage of public computers exceeded 32,000 logins in Q3. This is approximately 49% of what we'd normally expect for a similar quarter in pre-pandemic times. Similarly, usage of the wireless network was at approximately 51% of normal for 82,371 connections.
- Volunteer hours donated climbed 10% compared to 2020. This resulted in 2,067 hours of volunteerism in Q3, which would be similar to the equivalent of 4 full time people.

Core Service Trends -- Q3



Branches by Quarter 2022

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	64,177	68,880	73,452		206,509	26,848	31,013	32,569		90,430	339	427	449		1,215
Mounds View	22,049	23,353	25,669		71,071	11,787	12,802	14,709		39,298	93	100	161		354
New Brighton	33,948	34,968	35,142		104,058	19,135	19,727	20,183		59,045	224	272	287		783
North St. Paul	11,220	11,503	12,323		35,046	4,772	4,658	5,070		14,500	76	62	83		221
Roseville	202,999	205,818	215,765		624,582	96,598	100,238	107,134		303,970	1,722	706	1,325		3,753
Shoreview	114,228	125,620	138,131		377,979	65,268	75,006	84,381		224,655	394	573	536		1,503
White Bear Lake	44,898	50,966	56,204		152,068	654	26,679	30,566		57,899	190	281	289		760
Tech Services	3,631	3,669	3,543		10,843	22,671	615	679		23,965	48	57	62		167
Telecirc Renewal	102	162	130		394	1	9	14		24					
E-circulation	174,714	176,202	184,761		535,677										
Total	671,966	701,141	745,120	0	2,118,227	247,734	270,747	295,305	0	813,786	3,086	2,478	3,192	0	8,756

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	8,177	6,305	8,372		22,854	36,196	35,490	39,358		111,044	0	27	52		79
Mounds View	4,784	3,068	2,574		10,426	7,859	9,514	10,605		27,978	0	1	12		13
New Brighton	3,900	4,953	5,720		14,573	14,371	15,127	17,428		46,926	0	0	0		0
North St. Paul	1,183	1,833	1,716		4,732	5,843	6,903	6,985		19,731	0	0	0		0
Roseville	19,721	18,161	14,365		52,247	39,126	44,566	49,304		132,996	0	56	164		220
Shoreview	6,786	4,303	6,097		17,186	36,020	47,450	44,343		127,813	0	70	146		216
White Bear Lake	3,159	2,470	3,640		9,269	17,503	22,576	25,038		65,117	0	8	19		27
Total	47,710	41,093	42,484	0	131,287	156,918	181,626	193,061	0	531,605	0	162	393	0	555

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	5,650	6,166	6,890		18,706	4,591	4,837	5,263		14,691	9,689	13,320	14,252		37,261
Mounds View	982	1,138	1,196		3,316	635	729	815		2,179	577	880	1,081		2,538
New Brighton	2,207	2,745	2,418		7,370	1,341	1,636	1,354		4,331	1,654	1,958	2,230		5,842
North St. Paul	594	818	882		2,294	407	564	653		1,624	495	671	802		1,968
Roseville	12,901	14,681	14,991		42,573	10,927	12,307	12,624		35,859	42,379	47,766	44,978		135,123
Shoreview	3,143	3,679	4,243		11,065	2,511	2,717	3,155		8,383	10,375	15,599	16,497		42,471
White Bear Lake	1,032	1,306	1,498		3,836	610	777	826		2,213	2,187	3,611	2,530		8,328
Total	26,509	30,533	32,118	0	89,160	21,022	23,566	24,690	0	69,279	67,356	83,805	82,370	0	233,531

Volunteer hours					
	Q1	Q2	Q3	Q4	YTD Total
Maplewood	404.00	456.00	470.50		1,330.50
Mounds View	9.00	0.00	43.00		52.00
New Brighton	49.00	55.30	45.25		149.55
North St. Paul	0.00	0.00	0.00		0.00
Roseville	729.00	747.00	723.00		2,199.00
Shoreview	419.50	390.75	492.25		1,302.50
White Bear Lake	266.00	259.15	293.15		818.30
Administration					0.00
Technical Services					0.00
Friends					0.00
Total	1,876.50	1,908.20	2,067.15	0.00	5,851.85

Children's programs
Children's program attendance
Children's self-directed activities

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	1	15	23		39	2	164	307		473	124	139	445		
Mounds View	0	7	15		22	0	206	319		525	367	516	276		
New Brighton	3	2	9		14	159	50	422		631	446	635	541		
North St. Paul	2	1	10		13	79	14	133		226	115	207	128		
Roseville	38	42	52		132	251	1,354	1,939		3,544	323	704	1,371		
Shoreview	86	16	24		126	86	311	419		816	335	740	594		
White Bear Lake	98	23	26		147	707	675	682		2,064	125	510	487		
Admin / Virtual	16	84	1		101	1017	460	35		1512					
Total	244	190	160	0	594	2,301	3,234	4,256	0	9,791	1,835	3,451	3,842	0	9,128

Teen programs
Teen program attendance
Teen self-directed activities

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	70	76	56		202	1,086	1,157	725		2,968	0	0	0		0
Mounds View	0	0	0		0	0	0	0		0	0	0	0		0
New Brighton	0	0	0		0	0	0	0		0	0	0	0		0
North St. Paul	0	0	0		0	0	0	0		0	0	0	0		0
Roseville	12	27	14		53	19	180	63		262	0	0	0		0
Shoreview	17	39	23		79	33	306	186		525	0	0	0		0
White Bear Lake	0	0	0		0	0	0	0		0	0	0	0		0
Admin / Virtual	45	0	0		45	169	0	0		169	0	0	0		0
Total	144	142	93	0	379	1,307	1,643	974	0	3,924	0	0	0	0	0

Adult programs
Adult program attendance
Adult self-directed activities

	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total	Q1	Q2	Q3	Q4	YTD Total
Maplewood	19	57	45		121	37	178	154		369	22	0	0		
Mounds View	6	0	4		10	24	0	21		45	8	0	0		
New Brighton	0	0	0		0	0	0	0		0	12	0	0		
North St. Paul	2	2	0		4	0	0	0		0	6	0	0		
Roseville	71	94	84		249	341	438	715		1,494	36	0	0		
Shoreview	30	33	29		92	44	193	100		337	23	0	0		
White Bear Lake	6	20	10		36	39	56	42		137	15	0	0		
Admin / Virtual	67	63	20		150	8,418	3,720	569		12707					
Total	201	269	192	0	662	8,903	4,585	1,601	0	15,089	122	0	0	0	122

Branches by Year/System by Quarter

Total circulation

Children's circulation

Volunteer hours

Location	2020	2021	2022	% Change	2020	2021	2022	% Change	2020	2021	2022	% Change
Maplewood	194,172	231,735		-100%	71,661	93,233		-100%	624	1,416		-100%
Mounds View	57,668	85,854		-100%	27,440	46,692		-100%	60	43		-100%
New Brighton	76,242	118,571		-100%	37,661	66,395		-100%	98	142		-100%
North St Paul	31,093	39,084		-100%	10,712	14,490		-100%	13	0		#DIV/0!
Roseville	535,095	749,833		-100%	235,315	358,696		-100%	2,329	2,668		-100%
Shoreview	306,954	443,461		-100%	155,053	254,720		-100%	1,157	1,448		-100%
White Bear Lake	98,879	152,596		-100%	44,453	75,128		-100%	730	1,012		-100%
E-material	622,487	605,998		-100%								
Other					2,160	88		-100%	4,979	5,507		-100%
Support Services	15,450	14,778		-100%	2,247	2,685		-100%				
System Quarter 1	710,335	466,733	671,966	44%	257,962	147,076	247,734	68%	2,549	1,445	1,876	30%
System Quarter 2	300,566	605,769	701,141	16%	51,723	232,047	270,747	17%	98	1,549	1,908	23%
System Quarter 3	470,003	725,429	745,120	3%	134,026	295,832	295,305	0%	1,138	1,872	2,067	10%
System Quarter 4	463,827	644,661		-100%	143,859	237,172		-100%	9,989	7,370		-100%
Annual Total	1,944,731	2,442,592		-100%	586,702	912,127		-100%	13,774	12,236		-100%

Express checkout percentages

Visits

Meeting room use by outside groups

Location	2020	2021	2022	% Change	2020	2021	2022	% Change	2020	2021	2022	% Change
Maplewood	21.5%	60.5%		-100%	60,284	85,480		-100%	241	0		#DIV/0!
Mounds View	19.9%	58.4%		-100%	11,822	9,281		-100%	46	0		#DIV/0!
New Brighton	22.1%	63.1%		-100%	20,796	25,566		-100%	0	0		0%
North St Paul	17.0%	50.2%		-100%	8,524	11,676		-100%	0	0		0%
Roseville	56.6%	86.9%		-100%	147,407	139,621		-100%	210	0		#DIV/0!
Shoreview	43.0%	87.2%		-100%	63,978	140,582		-100%	296	0		#DIV/0!
White Bear Lake	22.2%	64.7%		-100%	27,493	45,863		-100%	68	0		#DIV/0!
System Quarter 1	82.9%	23.3%	88.2%	280%	281,555	60,602	156,918	159%	861	0	0	#DIV/0!
System Quarter 2	0.0%	72.7%	87.9%	0%	828	105,911	181,626	71%	0	0	162	0%
System Quarter 3	9.6%	85.9%	88.0%	2%	13,100	162,230	193,061	19%	0	0	393	0%
System Quarter 4	23.2%	87.4%		-100%	44,821	147,457		-100%	0	0		0%
Annual Average	28.9%	67.3%		-100%	340,304	476,200		-100%	861	0		#DIV/0!

Public computer logins

Location	2020	2021	2022	% Change
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Maplewood	13,906	17,901		-100%
Mounds View	1,907	2,586		-100%
New Brighton	3,441	5,140		-100%
North St Paul	951	1,398		-100%
Roseville	30,945	41,371		-100%
Shoreview	8,412	10,721		-100%
White Bear Lake	3,429	2,443		-100%

Hours of computer use

Location	2020	2021	2022	% Change
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Maplewood	13,178	14,885		-100%
Mounds View	1,529	1,722		-100%
New Brighton	3,726	3,208		-100%
North St Paul	860	977		-100%
Roseville	33,415	33,914		-100%
Shoreview	8,965	9,942		-100%
White Bear Lake	2,236	1,416		-100%

Wireless users

Location	2020	2021	2022	% Change
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Maplewood	24,695	24,246		-100%
Mounds View	1,597	1,393		-100%
New Brighton	4,574	4,092		-100%
North St Paul	1,907	1,899		-100%
Roseville	92,277	94,547		-100%
Shoreview	21,322	25,033		-100%
White Bear Lake	5,024	4,480		-100%

System Quarter 1	47,435	11,127	26,509	138%	44,705	10,585	21,022	99%	120,526	22,362	67,356	201%
System Quarter 2	828	18,104	30,533	69%	1,656	16,303	23,567	45%	0	25,975	83,805	223%
System Quarter 3	6,439	26,884	32,118	19%	9,794	18,525	24,690	33%	7,009	47,641	82,371	73%
System Quarter 4	9,207	25,445		-100%	9,409	20,652		-100%	23,861	59,712		-100%
Annual Total	62,991	81,560		-100%	63,908	66,065		-100%	151,396	155,690		-100%

Reference

Location	2020	2021	2022	% Change
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Maplewood	39,910	37,895		-100%
Mounds View	10,010	11,531		-100%
New Brighton	8,931	12,168		-100%
North St Paul	7,917	5,642		-100%
Roseville	133,120	81,029		-100%
Shoreview	39,845	30,524		-100%
White Bear Lake	12,337	12,376		-100%
Technical Services				

Registrations

Location	2020	2021	2022	% Change
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Maplewood	597	1,098		-100%
Mounds View	185	307		-100%
New Brighton	200	495		-100%
North St Paul	86	179		-100%
Roseville	2,741	3,508		-100%
Shoreview	596	1,258		-100%
White Bear Lake	227	475		-100%
Technical Services	174	189		-100%

Hours open

Location	2020	2021	2022	% Change
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Maplewood	660	3,153		-100%
Mounds View	371	1,169		-100%
New Brighton	460	1,525		-100%
North St Paul	357	1,211		-100%
Roseville	2,072	3,165		-100%
Shoreview	1,442	3,163		-100%
White Bear Lake	461	1,548		-100%
Technical Services				

System Quarter 1	75,556	44,278	47,710	8%	2,664	1,006	3,086	207%	3,629	2,337	4,098	75%
System Quarter 2	48,126	49,452	41,093	-17%	567	1,826	2,478	36%	0	3,824	4,225	10%
System Quarter 3	75,595	50,505	42,484	-16%	731	2,632	3,192	21%	630	4,479	4,255	-5%
System Quarter 4	52,793	46,930		-100%	844	2,045		-100%	1,564	4,294		-100%
Annual Total	252,070	191,165	131,287	-31%	4,806	7,509	8,756	17%	5,823	14,934	12,578	-16%

Website visits

	2020	2021	2022	% Change
Quarter 1	504,883	2,316,238	1,895,183	-18%
Quarter 2	1,239,946	1,931,272	1,824,111	-6%
Quarter 3	1,787,880	1,898,818	1,919,392	1%
Quarter 4	2,136,403	1,761,905		-100%
Annual Total	5,669,112	7,908,233	5,638,686	-29%

Holds placed

	2020	2021	2022	% Change
Quarter 1	103,469	209,601	123,037	-41%
Quarter 2	141,425	145,005	111,481	-23%
Quarter 3	205,573	127,234	114,288	-10%
Quarter 4	204,522	118,288		-100%
Annual Total	654,989	600,128	348,806	-42%

E-materials circulated

	2020	2021	2022	% Change
Quarter 1	133,803	148,415	174,714	18%
Quarter 2	169,581	142,778	176,202	23%
Quarter 3	165,517	155,871	184,761	19%
Quarter 4	153,586	158,934		-100%
Annual Total	622,487	605,998	535,677	-12%

Incoming ILL

	2020	2021	2022	% Change
Quarter 1	3,839	4,376	4,334	-1%
Quarter 2	90	3,872	4,124	7%
Quarter 3	1,593	3,916	4,113	5%
Quarter 4	3,157	3,540		-100%
Annual Total	8,679	15,704	12,571	-20%

Outgoing ILL

	2020	2021	2022	% Change
Quarter 1	3,750	3,273	3,020	-8%
Quarter 2	745	2,901	2,897	0%
Quarter 3	1,912	2,976	3,150	6%
Quarter 4	2,988	2,616		-100%
Annual Total	9,395	11,766	9,067	-23%

Value of gifts added

	2020	2021	2022	% Change
Quarter 1	\$9,818.25	\$2,397.23	\$1,341.35	-44%
Quarter 2	\$23,144.87	\$4,723.60	\$2,287.20	-52%
Quarter 3	\$3,931.62	\$2,052.75	\$4,497.45	119%
Quarter 4	\$942.75	\$3,131.30		-100%
Annual Total	\$37,837.49	\$12,304.88	\$8,126.00	-34%

Request for Library Board Action

Meeting Date
November 16, 2022

Action Requested
Approve Write Offs

Presented By
Mary Larson,
Accounting Supervisor

SUBJECT:

Write Off Uncollectible Debt

BACKGROUND:

According to the Library's Accounts Receivable procedures:

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

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

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

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

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

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

The Library identified 1,108 patron accounts meeting the criteria for write-off, totaling \$46,167.09. One of these accounts exceeded the \$1,000 threshold requiring Library Board approval and 82.7% are \$10 or less. The proposed write-offs will be forwarded to the Ramsey County Finance Department as outlined in the Library's Accounts Receivable procedures.

BOARD ACTION REQUESTED:

Approve the write-off of one account totaling \$1,415.89, exceeding the \$1,000 threshold, and authorize Library staff to forward the write-off of uncollectible debt in the amount of \$46,010.87 to the Ramsey County Finance Department as outlined in the Library's Accounts Receivable procedures.

Strategic Priority 1

Extending our welcome

*We strive to grow
welcoming spaces to be
more anti-racist, equitable,
responsive, and effective
for all communities.*

Sub-priorities



Amplify marginalized community voices



Empower staff and strengthen customer service



Diversify Workforce

Strategic Priority 2

Growing our partnerships and community presence

*We will be deliberate in
igniting our community
and partnerships to
maximize positive impact.*

Sub-priorities



Learn from current partnerships to build new ones



Co-create library programs and services with partners with a continuous feedback loop



Create programs that brings libraries to community and community to libraries

Strategic Priority 3

Building resources to create positive change

We will build our services, programs, spaces, tech, and collections to reflect the needs of communities we serve and to celebrate diverse cultures across our communities.

Sub-priorities



Invest in our youth through responsive programming



Reflect interests and needs of the most marginalized communities



Provide dynamic spaces and opportunities that bring people together

Ramsey County Library Board of Trustees Self-Evaluation 2022

This survey was sent to the 8 individuals who served on the Library Board in 2022. The 6 members active in November 2022 responded.

Please indicate your level of satisfaction in the following areas:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Structuring discussions and presentations to keep our conversations at a strategic level during board meetings.		X	XXX	XX	
Fulfilling our fiduciary duties (using care, acting in the best interest of the organization, adhering to appropriate laws, etc.).			XXXX	XX	
Fostering an environment that builds trust and respect between Trustees.		X	X	XXX	X
Fostering an environment that builds trust and respect between Trustees and County management.			XXX	XX	X
Allotting sufficient time for questions, participation, and discussion during board meetings.			XX	XXXX	

Please indicate your level of satisfaction in the following areas:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Your understanding of our history, mission, strategies, and values.			XX	XXXX	
Your sense of contribution in furthering the strategic priorities of Ramsey County Library.			XXX	XXX	
Board of Trustees Executive Committee's receptivity to your ideas or concerns.			X	XXX	XX
The extent to which your skills and experiences are utilized.	X		XX	XXX	
The extent to which you find serving on the Board of Directors a satisfying and rewarding experience.		XXX	X	XX	

Ramsey County Library Board of Trustees Self-Evaluation 2022

What do you like best about serving on the Library Board of Trustees?

I enjoy hearing about the work that is being done in our libraries and making suggestions around possible changes to make things better for the communities we serve.

Being able to use my knowledge and expertise to forward the Ramsey County libraries to be more used and accessible.

Love the work of the libraries and being able to discuss, provide community perspectives and direction for library growth, sustainability and mission. There is opportunity with the board of trustees and management to shape the work, which we are not fully utilizing.

Getting to know my county better and learning more about how the libraries serve Ramsey County residents. Knowing I play an important role in increasing Ramsey County residents' access to life-changing information and resources.

I enjoy when we have meaningful conversations as Trustees. I have appreciated Steve's leadership as Chair.

Gaining a deeper understanding of multiple service offerings. Gathering input from community members.

What changes might you suggest to make Library Board of Trustees meetings more informative, motivating or enjoyable?

I think sometimes our agenda is a little too full to have meaningful discussion around items that are really important. We talked about having a retreat for Trustees to get to know each other, which I think should happen. It's nice to know the people you work with and what they bring to the table. I also think if you want to have fun, you have to build that into the agenda so it actually happens.

It would be great to hear from library staff themselves on programs they are excited about and/or people who use the library.

Relationship with DCM and library leadership seems to have improved over the year, however this has not translated to improved relationship with Trustees overall. Still feels like an atmosphere of blame. Trustee board discussions are not structured for meaningful input – that doesn't just mean more time on the agenda for discussion. Attention to prep materials, context and framing of content is needed and staff overseeing this prep is inconsistent.

I find it helpful and engaging to hear directly from library leadership and staff. For example, the presentation from the outreach librarians was informative and helped the board better understand outreach efforts already underway.

More time or conversation that feeds into decision making. More meaningful reports from staff.

Advance agenda materials frequently lacking context or just plain missing. In three years, there have been very, very few matters of importance in which trustee opinions have been sought—this is at odds with existing statute.

Ramsey County Library Board of Trustees Self-Evaluation 2022

What are the two or three key areas the Library Board of Trustees should focus on in the next year to improve its performance?

There really needs to be a new director sooner rather than later. 2. Get a workable Strategic Plan done. 3. Get a description of what skills Trustees bring to the Board and share it with the other Trustees.

I don't feel I have been on the Board long enough to be able to have an informed opinion on this. I believe working closely with Ramsey County and the library staff, and focusing on accessibility of the libraries for our community will help us improve our performance.

Its difficult to build trust and understanding in the meeting setting. I think committees with key staff and one on ones with library leadership help develop trusting and working relationships.

I know there is potentially high Trustee turnover in 2023. As new trustees join the board, it would be a good time to hear from library leadership and the county about how the board can best represent our communities and support the libraries. I'm also interested to better understand where the board fits in with the consultant's efforts, and how we can support positive cultural change.

If Ramsey County de-commissions us as per statute, figure out what that really means for responsibility and authority. Hire a Director. Support and invest in staff.

Future planning around MV branch facility. Hiring a library director ASAP. Continue the experiment in having the director be a county employee but assert their statutory authorities with more success than we achieved.

Where and how can you as a Trustee add more value? What would need to happen for you to add more value?

Not sure, I think I have given all that I have.

Being a new trustee, I don't know all of its history and relationships. That said, I am doing everything I can to add value currently, and am feeling more and more comfortable being at the meetings.

Hard to "add more value" when the perspectives and experiences currently being offered feels disregarded or minimized. Demonstrating or lifting up how Trustees have been taken into consideration and wherever possible, has impacted the direction of the work/library, would encourage more and deeper participation. Currently feels as if trustees are a challenge instead of a value to the work, or more specifically, to library and county management.

I feel that my expertise is put to good use and my contributions are valued by the libraries and the county.

NA. I am not returning.

Prioritizing program options with an eye to the cost and benefits

Ramsey County Library Board of Trustees Self-Evaluation 2022

Please share any additional comments or concerns.

I realize there is work to be done inside the library and on our Board. I wish I were around to see the work that is coming in terms of the consultant hired to lead the discussions around race/inclusion. My hope is that the for new incoming Trustees, that they will have an orientation that is clear, informational, and welcoming. I think sometimes our Orientation can feel like drinking out of a fire hose, but at least they will have the information to take home and look at. I will make one more appeal for getting a document that details what skills Trustees are bringing to the table so that the Board will know who to tap of what project or subcommittee. Not only will it make the Trustee feel engaged, it will serve our community in a better way. Lastly, having been a Trustee with a Library Director and Without, the difference is stark. I do understand the issues that we are facing and will be addressed in the Libraries, but, we need a Leader. Submitted with much love and respect for the RCL

It will be important for the Director to work on nurturing a culture of appreciating cultural differences and staff's ability to communicate and take action in culturally concordant ways as a meaningful dimension of how the library staff works.

The foundational agreement (wherein the director is a county employee) is not yet performing satisfactorily. Trustees are shunted aside and under-equipped to optimally perform our role. Does anyone really believe the trustee positions would be turning over so much if our contributions were valued?



ToP FOCUSED CONVERSATION Planning Sheet

CONVERSATION TOPIC: RCL PERFORMANCE MEASURES	
RATIONAL AIM: TRUSTEES WEIGH IN ON MEANINGFUL PERFORMANCE MEASURES	EXPERIENTIAL AIM: SHARED UNDERSTANDING OF WHAT MEASURES MATTER AND HOW TO USE DATA TO MAKE GAINS IN IDENTIFIED PRIORITIES
<p>OPENING: At the 10/25 joint mtg, the top tier measures were shared with Trustees, Commissioners and County managers. Given anticipated approval of a new strategic plan to guide our work, it's important for us to have a conversation on what are the most important things to measure and monitor so that we can successfully accomplish our goals.</p> <p>The Executive Committee's consensus is that we focus on a limited number of KEY metrics that are both Quantitative (numbers) and Qualitative (what's the impact). We also want to continue to build alignment with the County's desire to move from staff-driven to resident-driven measures.</p> <p>How will Trustees know about how the activities and usage and efficacy of library program offerings and facilities?</p>	
OBJECTIVE: "FACTS" & INFORMATION	As you reflect on the various reports
REFLECTIVE: PERSONAL REACTIONS, INTERNAL RESPONSES, FEELINGS & ASSOCIATIONS ABOUT "FACTS"	Related to your role as a Trustee: -What are the most useful reports, metrics and measures? -What reports, metrics, measures and reports do not add value that can be skipped?
INTERPRETIVE: MEANING, VALUES, SIGNIFICANCE & IMPLICATIONS	How well do the current reports help you to understand the impact libraries and programs are having on patrons? -What's missing, that if it were present, would give you the information you need?
DECISIONAL: RESOLUTION, CONSENSUS, DECISIONS & FUTURE ACTIONS	-What changes do you recommend to reports, metrics and measures?

Here's what typically what Trustees receive related to reports:

-Trustees are updated each month on Library activities, attendance, incident reports etc.

-Each Branch also reports to Trustees annually with data about physical facility, day & hours open, # of computers, size of collection, staff/volunteers, circulation, reference, # computer hours used, wireless users, annual visits, program attendance (children and adults)

-Annually Library as a County Department reports jointly to the County Commissioners and Trustees