Community members participate in a workshop with local artist Aki Shibata as part of the Art at Rondo project. The artwork created in these workshops was used to transform the facade of Rondo Community Library in 2019.
Bringing the *SPPL 2022* vision to life

In 2018, we spent months in conversation with you, our community, to learn about your wants and needs, hopes and dreams, and how libraries might play a role. Based on that community learning process, we wrote new mission, vision, and values statements for Saint Paul Public Library. We also developed a three-year strategic direction, with clear goals and action areas for the years ahead.

This year, 2019, was our first year at using this new direction to guide our work. As a team, we came back again and again to our mission statement, our values, and our “SPPL 2022” goals as we brought these goals to life via work in our libraries. This report tells the story of that work. In Saint Paul, we know that libraries are about people and community. We hope you feel inspired and energized by what you read here. We welcome you to connect, learn, discover, and grow with us in the days and years ahead.

With gratitude,

Catherine Penkert
Library Director
Mission

We welcome all people to connect, learn, discover, and grow.

Vision

We imagine a Saint Paul where all people feel seen, safe, and welcome. We imagine a city where libraries bring people together to experience hope, joy, and creativity through learning.
We believe that learning is a human right. To live, adapt, and thrive in a constantly changing world, all people need supportive learning environments and free access to information and ideas from diverse points of view.

We believe in curiosity. Curiosity can change the world and the path of one’s life. We believe in igniting its spark through discovery and creative exploration.

We believe in connection. The Library is a place for quiet reflection and boisterous activity; for likeness and for difference. It is comfortable, inclusive, and vital to creating healthy, strong communities.

We believe in the power of belonging. When people feel like they belong, they are able to learn and grow. The Library brings people together to access knowledge, information, and connection. We actively work to ensure that all people see themselves and our city’s rich diversity reflected in our libraries.

In 2018 Saint Paul Public Library engaged nearly 3,000 members of our community through interviews, public listening and art sessions, and an online survey to create its 2019-22 Strategic Direction. The Library’s mission, vision, and values statements were developed through this process and reflect the community it serves.

Values

The Library belongs to the people of Saint Paul. We are your library and you — our library users — shape our work. The following values guide our work.
2019 SAINT PAUL PUBLIC LIBRARY BY THE NUMBERS

1,997,933 Visits
1,997,933 Physical items borrowed
788,442 Items in the collection
104 Languages represented in the collection
23,563 New cardholders
509,416 E-circulations
5,919 Programs
2,742,440 Website sessions
210,687 WiFi sessions
56,034 Physical materials circulated to students through Library Go
65,313 E-materials circulated to Library Go users
27,413 Volunteer hours contributed
A family participates in a photo session with Loring Mitchell and Tygra at the library’s second annual Drag Story Hour series hosted at Dayton’s Bluff Library in June 2019.
STRATEGIC OBJECTIVE
We create welcoming places and experiences for Library users.

GOAL
Actively invite and welcome all Saint Paul residents into the Library.

SUB-GOAL
Reduce percent of Library users blocked from borrowing access.
Increase number of annual visits.

RESULTS
41,757 cards
- The Library went fine-free on January 1, 2019. The policy change **unblocked 41,757 cards** that had been barred from borrowing materials due to unpaid fines or fees.
- Find more information about Fine Free on page 27.

1,997,933 visits
- The Library had nearly two million visits in 2019. This was down two percent from 2018. The decrease could be due to changes in data collection practices or other factors.

2019 IMPACT REPORT
### STRATEGIC OBJECTIVE
We create welcoming places and experiences for Library users.

### GOAL
Bring people together across similarities and differences for shared community experiences.

<table>
<thead>
<tr>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curate community-informed events, programs, and activities that reflect, share, and honor the diversity of our city.</td>
<td>Prioritize arts and cultural programs, events, and activities as ways of sharing stories and fostering connection.</td>
</tr>
</tbody>
</table>

Community-inspired programs included:
- Northern Spark, a late-night art festival
- A book reading by Somali author Ruqia Abdi
- Intelligent Lives — a film screening and discussion about intellectual disabilities
- Hmong storyteller May Vang

**1,300 participants**

The Library hosted 12 programs, which were attended by more than 1,300 people.

See page 33 for a highlight of the Library’s Art at Rondo program.
**Invest in spaces that are safe, inviting, affirming, and comfortable for people of all cultures, abilities, and communities.**

**GOAL**

<table>
<thead>
<tr>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop data-based, community-informed strategies for making capital investment decisions.</td>
<td>Facilities Condition Index data helped the Library successfully advocate for funding to address capital maintenance projects, including:</td>
</tr>
<tr>
<td></td>
<td>• George Latimer Central Library exterior cornice caulking and elevator upgrade</td>
</tr>
<tr>
<td></td>
<td>• Hamline sidewalk repair to correct water infiltration</td>
</tr>
<tr>
<td></td>
<td>• Riverview boiler replacements</td>
</tr>
<tr>
<td>Expand Trauma-Sensitive Library project system-wide.</td>
<td>• SPPL piloted a new City Ambassador program this year, hiring trusted members of the community to oversee safety and security at Rondo and Rice Street libraries rather than uniformed police officers</td>
</tr>
<tr>
<td></td>
<td>• See page 29 for detailed accomplishments.</td>
</tr>
</tbody>
</table>

“It is essential for Riverview Library to continue to be a safe, welcoming, and accommodating space that provides resources, technology, and programming reflective of the West Side Community.” — Carlos Espitia, Riverview Library manager
Improve online and in-person user experience.

Ensure high level of user satisfaction across demographic groups.

6 staff

• Six staff members were trained in user experience and design thinking through EXCITE Transformation for Libraries and Acumen+ training programs.

100 NPS score

• New library users gave the Library a Net Promoter Score rating of 100, the highest possible rating. The Net Promoter Score gauges the loyalty of an organization’s customer relationships.

GOAL

SUB-GOAL

RESULTS

Kids participated in a special storytime as part of the launch of the Library’s new “Wash & Learn” program, which creates pop-up libraries and digital classrooms in the laundromat so families can learn while they do laundry.
### STRATEGIC OBJECTIVE

We make it easy to connect with learning, information, and people.

### GOAL

Improve the Library user experience by making it easy and enjoyable to connect to the Library

### SUB-GOAL

- **Improve online and in-person user experience.**
- **Ensure high level of user satisfaction across demographic groups.**

### RESULTS

**6 staff**

- Six staff members were trained in user experience and design thinking through EXCITE Transformation for Libraries and Acumen+ training programs.

**100 NPS score**

- New library users gave the Library a Net Promoter Score rating of 100, the highest possible rating. The Net Promoter Score gauges the loyalty of an organization’s customer relationships.
## STRATEGIC OBJECTIVE

We create welcoming places and experiences for Library users.

## EXPAND THE LIBRARY EXPERIENCE BEYOND OUR BUILDINGS TO REACH ALL OF SAINT PAUL.

<table>
<thead>
<tr>
<th>GOAL</th>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Increase use of existing Library Go accounts by 50%</strong></td>
<td><strong>Expand number of Library-run programs and services offered at non-Library locations (e.g. Wash &amp; Learn).</strong></td>
<td></td>
</tr>
<tr>
<td><strong>+14.8%</strong></td>
<td><strong>+8.9%</strong></td>
<td></td>
</tr>
</tbody>
</table>
| • Library Go circulation is up by 10 percent overall and monthly circulation is up by 14.8 percent. | • Annual Bookmobile visits are up 8.9 percent.  
• SPPL's Wash and Learn program (libraries in laundromats) added a location, Sun Ray Laundromat, and continued operations at Giant Wash Laundromat. |
**GOAL**

**SUB-GOAL**

**RESULTS**

<table>
<thead>
<tr>
<th>Deliver user-centered customized marketing experiences.</th>
<th>Provide all staff members with the tools and materials needed to actively promote the Library.</th>
<th>Improve intercultural competency in communications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The Library launched a welcome email series for new cardholders, providing them with information on how to use their cards and the Library’s many on-site and online programs, services, and resources.</td>
<td>• A new branch-specific monthly calendar system better highlights programs and events at the branches, while quarterly postcards enable each branch to promote its offerings to its surrounding community.</td>
<td>• SPPL’s marketing and communications team partnered with the Library’s Latinx and Somali liaisons to create culturally relevant Library outreach kits.</td>
</tr>
</tbody>
</table>

Library Go gives thousands of families at public, charter, and private schools in Saint Paul a worry-free way to use the Library. All students use Library Go card numbers rather than a physical card so there are no cards to lose and the Library is always accessible to them.” — Marika Staloch, youth services manager
Newbury Award-winning Author Meg Medina visits Rondo Community Library for a reading and book signing featuring her novel, Burn Baby Burn, the 2019 Read Brave Saint Paul main pick.
## STRATEGIC OBJECTIVE

We provide free, equitable access to learning across a lifetime.

### GOAL

Support readers of all ages and abilities and cultivate a love of reading.

<table>
<thead>
<tr>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the number of active borrowers.</td>
<td>The number of active borrowers is up 1.9 percent over 2018 after a consistent multi-year downward trend.</td>
</tr>
<tr>
<td>Ensure the Library’s collection (physical and digital) is equitable and responsive to community demand.</td>
<td>SPPL increased its number of original records by 65 percent between 2018 and 2019 and by 156 percent since 2017. Original records are items we cataloged before any other library in the world and generally reflects unique items in our world-language collections and items requested or curated by community members.</td>
</tr>
</tbody>
</table>

Engage 5,000 people annually in Read Brave.

- The Library achieved its goal, engaging 5,000 people in its 2019 Read Brave Saint Paul program centered on the topic of homelessness and housing insecurity.
- See page 31 for a highlight of the 2019 Read Brave Saint Paul program.
“Playful learning supports social, emotional, and academic growth in children. Libraries are one of the few free community spaces that provide opportunities for families to engage in rich, interactive play together in a safe and comfortable way.”
— Kelsey Johnson-Kaiser, youth services manager

<table>
<thead>
<tr>
<th>GOAL</th>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create equitable, impactful, playful learning experiences for young learners, ages 0 to 18.</td>
<td>Embed and deepen quality practices in programs and services for young learners.</td>
<td>49 staff</td>
</tr>
<tr>
<td>100 percent of Library locations offer play-based learning for children.</td>
<td>46%</td>
<td>46%</td>
</tr>
<tr>
<td>• Forty-nine Library staff members attended Sprockets trainings in quality youth work.</td>
<td>• Six out of 13 branches (46 percent) now offer play-based learning spaces for children.</td>
<td>• Twenty-five staff members attended Foundations of Early Learning trainings to create more intentional programs, services, and interactions.</td>
</tr>
</tbody>
</table>
**Develop and implement a strategy to align staff development with the needs of individuals and of the Library’s strategic direction.**

**Library employees report a high level of engagement.**

**Improve onboarding practices for new employees.**

---

**GOAL**

Invest in developing staff members to have the skills and support needed to meet the ever-changing needs of our community members.

---

**SUB-GOAL**

**Develop and implement a strategy to align staff development with the needs of individuals and of the Library’s strategic direction.**

---

**RESULTS**

- Thirty-three staff members completed 774 hours of training and coaching in intercultural competence, emotional intelligence, and workplace efficacy.

- This goal is a priority for 2020.

- Piloted a peer mentorship program for new Library managers, pairing them with more experienced managers to aid in onboarding.
Teens in Createch @ Arlington Hills use the Library’s iPad Pros and Apple Pencils to practice their illustration skills. Createch is a dedicated space for teens packed with technology, arts and crafts materials, and staffed by mentors.
**STRATEGIC OBJECTIVE**

We provide opportunities to discover potential and unlock new ideas.

---

**GOAL**

Ignite curiosity and build skills for an increasingly technology-driven world.

**SUB-GOAL**

80 percent of locations offer age-appropriate, hands-on, interest-based technology learning opportunities for K–12 youth.

**RESULTS**

- **100%**
  - Age-appropriate, hands-on, interest-based technology learning opportunities for K through 12 youth are now offered at 100 percent of Library locations (13 branches).

- **+159%**
  - We saw a 159 percent increase in the number of adults building technology skills through library offerings with the addition of Karen and Spanish computer classes.
**STRATEGIC OBJECTIVE**

We provide opportunities to discover potential and unlock new ideas.

### Support an inclusive local economy.

<table>
<thead>
<tr>
<th>GOAL</th>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase attendance by 30 percent in programs designed for families to learn together.</td>
<td>Engage communities to inform culturally-specific strategies for family learning.</td>
<td>- Youth-services employees worked with a University of Minnesota evaluator on a process to engage community and define family learning.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The Library’s website now includes a category label for programs that are designed for families to learn together, making them easier to identify.</td>
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<tr>
<td></td>
<td></td>
<td>- The Library received funding for Karen family language learning and STEAM (science, technology, engineering, arts, and math) programming.</td>
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<tr>
<td></td>
<td></td>
<td>- 100 people participated in Karen Family Engagement Day at the Library on October 17, 2019.</td>
</tr>
</tbody>
</table>
“From basic computer skills to photo editing and coding clubs, SPPL offers opportunities to meet the increasingly technology-driven needs of our communities. The Library is a place where anyone can connect to the technology, people, and resources they need to grow their skills.” — Xenia Hernandez, community services coordinator

<table>
<thead>
<tr>
<th>GOAL</th>
<th>[Cultivate the Library to be an organization that enables a diverse workforce to thrive and grow.]</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUB-GOAL</td>
<td>Increase career pathways within the Library.</td>
</tr>
<tr>
<td>RESULTS</td>
<td>At every level, the Library workforce reflects the racial and ethnic diversity of Saint Paul.</td>
</tr>
</tbody>
</table>

- SPPL added a Community Services Coordinator position to increase career pathways within the Library and oversee the Nicholson Commons Workforce and Innovation Center at George Latimer Central Library.

- The number of people of color in full-time Library positions increased by three percent and is now at 38 percent.
- The number of people of color in mid-level manager positions increased by six percent and is now at 24 percent.
Oromo Cultural Liaison Sitina leads a special storytime with Mayor Carter at Rondo Library, featuring the library’s newly translated children’s book, Teach Me to Love. SPPL continues to invest in translating children’s books into the languages of our community.

GROW

Increase support for new and existing business owners.

Strengthen the Library’s position as a resource for community members exploring career pathways that connect to better career options.

$125,000

The John S. and James L Knight Foundation provided SPPL with a $125,000 investment to support the Workplace and Innovation Center at George Latimer Central Library.

New Workforce Partnerships

A new effort for 2019, Career Navigators from Ramsey County Workforce Solutions hosted 25 open hours in two branches.
We play a vital role in Saint Paul becoming a city that works for all.

**GOAL**

Support an inclusive local economy.

**SUB-GOAL**

Increase support for new and existing business owners.

Strengthen the Library’s position as a resource for community members exploring career pathways that connect to better career options.

**RESULTS**

$125,000

- The John S. and James L Knight Foundation provided SPPL with a $125,000 investment to support the Workplace and Innovation Center at George Latimer Central Library.

**New Workforce Partnerships**

- A new effort for 2019, Career Navigators from Ramsey County Workforce Solutions hosted 25 open hours in two branches.
**STRATEGIC OBJECTIVE**

We play a vital role in Saint Paul becoming a city that works for all.

In partnership with communities, build a systemwide foundation for services to culturally and linguistically diverse communities.

<table>
<thead>
<tr>
<th>GOAL</th>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Embed, grow, and sustain community services work across our system.</td>
<td>Increase collaboration with and improved service for racial and ethnic groups currently underrepresented among Library users.</td>
<td>+560%</td>
</tr>
</tbody>
</table>

- SPPL secured funding through June 2020 to continue to expand our work with local Somali and Latinx communities.
- The Library provided consistent, high-quality, community-informed programming throughout the year, including:
  - 27 outreach events with 2,987 participants
  - 246 digital literacy classes in Spanish, English, and Karen
  - 25 Teen Takeoff events with 365 participants
  - 12 community conversations in libraries and community locations with 393 participants

- The number of programs offered in Spanish increased by 20 percent with a 560 percent increase in attendance.
- The number of programs offered in Somali increased by 128 percent from 2018 to 2019 with a 363 percent increase in attendance.
The Friends can fund the innovation — the new, the different, the ‘we need to try this!’ That’s what we can do with private dollars. It’s a huge contributor to why SPPL is so front of field in so many ways and so widely respected nationally.” — Beth Burns, president, The Friends of Saint Paul Public Library

<table>
<thead>
<tr>
<th>GOAL</th>
<th>SUB-GOAL</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grow strong public and private support for the Library.</td>
<td>Partner with The Friends to increase annual philanthropic dollars raised to support Library programs, services, and capital needs.</td>
<td>The Library actively collaborates across sectors to ensure Saint Paul is a city where all people can thrive.</td>
</tr>
</tbody>
</table>

$481,187

- The Friends raised $481,187 in grants in 2019, a 137 percent increase over 2018.

- Staff members filled board member and advisory roles for organizations including: Community Education, Peer-2-Peer University, the Governor’s Workforce Development Board, Little Moments Count, and the City’s Community Ambassadors program.
Elimination of Late Fines

In January 2019 SPPL eliminated late fines on library materials and unblocked 41,757 cards that had been barred from borrowing due to unpaid fines or fees. Throughout the year, we tracked the impact the policy change had on patrons and staff members, collecting stories and data. It has been an astounding success.

**BY THE NUMBERS**

- **41,757** Unblocked cards in January 2019
- **85,416** Items were checked out on formerly blocked cards
- **1.8%** Circulation is up systemwide 1.8 percent over 2018 — an impressive rise considering a consistent multi-year downward trend at SPPL and libraries nationwide.
- **1.9%** Active users* are up systemwide 1.9 percent after a consistent multi-year downward trend.
- **21.5 days** Wait times increased slightly (19.6 days to 21.5 days), but data shows that users are less likely to keep overdue items more than two weeks.

---

*Active users are defined as anyone who has used their card at least once in the last year. It does not include use of Overdrive or Cloud Library and, therefore, likely undercounts the total number of active users.
“When I mentioned to a women that I worked for SPPL, she shared how happy she is that the Library went fine free. She said she has visited more times in the last year than in the previous five years combined because we no longer have fines. She loves that we recognized fines as being a barrier rather than an incentive to return materials.”

“A senior with mobility issues stopped by West Seventh and said it was her first time out of her senior living complex in 10 days. The snow- and ice-laden sidewalks had kept her indoors. She was so grateful that she did not have to worry about fines on items she could not return on time and said, ‘I need to write a thank-you letter to Mayor Carter!’”

“A patron came into Highland Park and said, ‘Thank you for eliminating late fees. I haven’t been to the library for ages. This is my first time back.’”

“A patron brought in a bag of overdue materials, nervously explaining that she had been in the hospital and unable to return them. I can’t describe the wonderful smile that crept up on her face as I explained her fines were forgiven because the Library eliminated overdue fines. She said, ‘Oh my gosh. I love you. This is my favorite place.’ I only wish I could have captured the moment on camera. Trust me, it was a golden moment.”
Library staff members often engage with visitors who have experienced trauma and/or who struggle with societal challenges including poverty, homelessness, addiction, and mental illness. As part of our goal to create safe, inviting, affirming, and comfortable spaces for all people, we have made great strides to train in and provide trauma-sensitive service.

In 2018 Ruby Rivera from The Wilder Foundation joined SPPL as its first full-time social worker to connect patrons with critical resources and consult with Library staff members on challenging situations and behaviors that can arise in our branches. In 2019, to meet patron demand, Ruby began overseeing two interns from Metropolitan State University’s social-work program and expanded her staff support services.

As a pilot project, Ruby’s work was generously funded by community partners, including: The F. R. Bigelow Foundation, The Hugh J. Andersen Foundation, and the Minnesota Department of Education, which offered federal funding from the Library Services and Technology Act. We were thrilled when, in December 2019, City Council adopted Mayor Carter’s $97,000 proposal to fund a full-time Library social worker on an ongoing basis - recognizing the importance of this critical work.
“It’s easier for someone to come to the Library and talk to someone discreetly about an issue [first]. They may then go to other services for help, but going to a random county office, not knowing exactly what you need is a bigger leap. [This program] makes services more accessible and helps us address challenges that come up in the Library more productively.”

“[Patrons] are happy to know [Ruby] is there. Maybe they aren’t ready to work with her, but knowing the Library is more than just checking email—that there is somebody there if they need someone to talk to—gives them comfort.”

“People often feel helpless in their situation. They don’t know how to proceed because their barriers that day are so big. We can feel our way around, but [it’s critical] to have somebody [on staff] who knows the process and what to do to help.”

Library locations serviced by social workers: 9
Total contacts made: 395
Patron contacts: 256
Staff consultations: 139
Training sessions for library staff members: 9
Read Brave Saint Paul

What would happen if our entire community — from our youngest children to our elders — came together to read about and discuss critical topics relevant to our city? In 2019 the Library aimed to find out.

We took a long-standing one-book program for teens, Read Brave, and expanded it citywide. Rather than a single book, our librarians curated a collection of books around a common theme. The 2019 theme was homelessness and housing insecurity, a critical topic in Saint Paul where thousands of people struggle to afford housing.

Titles ranged from picture books and early readers to a young adult novel and an adult nonfiction book, ensuring that all ages and reading levels could participate. Complementary programming included storytimes with Mayor Carter, housing workshops and information sessions, film screenings, a speaker panel, and a volunteer event.

The series culminated in a visit from Meg Medina, author of Burn Baby Burn, the 2019 signature title, who called Read Brave “the most respectful thing I’ve seen a community do for its young people.”
Total people engaged in the program.

Public interactions with the Library’s Civic Lab, an on-site display with information, public polls, and a quiz about housing.

Community members attended a special storytime with Mayor Carter.

Read Brave print titles had almost twice the checkout rates compared to other books purchased in the past year.

Students participated in author events with Meg Medina at local schools.

Of teen survey participants would recommend Read Brave to a friend.

Copies of Burn Baby Burn and Evicted were distributed to students and community members.

Copies of Read Brave children’s books were distributed to community partners.

Community volunteers created hygiene kits at Read Brave volunteer events.

“I love everything that is going on with Read Brave. I’ve had some honest conversations with my students about what home means to them.” - Educator Partner
Art at Rondo

Rondo Community Library is Saint Paul’s busiest branch and serves as a community gathering place. It is a safe haven for students, a resource for jobseekers, a training center for literacy, and a home to the world’s greatest literature. Until 2019, the outside of the building—a cold, stone façade—didn’t align with its inside where ideas bubble, knowledge is built, empathy is cultivated, and imaginations are transported to faraway worlds.

In late 2018, The Friends of Saint Paul Public Library secured funding from the John S. and James L. Knight Foundation and the National Endowment of the Arts to commission a neighborhood artist to create a work representative of the Library and its surrounding community.

Springboard for the Arts assembled a community panel that selected local artists Gita Ghei, Melvin Giles, and Aki Shibata to lead the work. What began on paper led to 2,000 people contributing to the creation of a colorful, multi-cultural, mixed-media mural that spans the Library’s Dale Street exterior. Several hands-on events drew hundreds of people to the Library to contribute to the mural’s design and installation. They included:

• Springboard for the Arts ReadyGo arts events through which community members interact with artist-designed tools that pique their curiosity and creativity
• A collaboration with Benjamin E. Mays IB World School that included an artist residency and family events at the Library
• Community workshops to determine and paint the mural’s themes and symbols
• Rondo Library serving as a Northern Spark satellite site – 500 visitors attended the two-night event that included a community quilting project, a DJ, and a glow-in-the-dark fashion show
• Outreach at the annual Summit-University Peace Celebration
• The Art@Rondo block party – a festival of music, food, bubbles, art, and community

2019 IMPACT REPORT
Rondo Library’s façade was transformed in 2019 by a community-led effort.
The Value of a SPPL Card: $42.6M

A SPPL library card offers access to a wide range of materials and services that can be costly on today's marketplace.

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<tr>
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</thead>
<tbody>
<tr>
<td>Books</td>
<td>$14.20</td>
<td>925,872</td>
<td>$13,147,382.40</td>
</tr>
<tr>
<td>E-books</td>
<td>$15.00</td>
<td>409,985</td>
<td>$6,149,775.00</td>
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<tr>
<td>Digital Audio Books</td>
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<td>51,054</td>
<td>$485,013.00</td>
</tr>
<tr>
<td>Physical Audio Books</td>
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<td>$255,968.00</td>
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<tr>
<td>DVDs</td>
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<tr>
<td>CDs/Vinyl</td>
<td>$9.99</td>
<td>76,953</td>
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<tr>
<td>Magazines</td>
<td>$5.00</td>
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<tr>
<td>Digital Magazines</td>
<td>$6.99</td>
<td>48,372</td>
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<tr>
<td>Other Items</td>
<td>$7.74</td>
<td>636,677</td>
<td>$4,927,879.98</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>$25.00</td>
<td>19,108</td>
<td>$477,700.00</td>
</tr>
<tr>
<td>In-Library Materials Use</td>
<td>$2.00</td>
<td>126,787</td>
<td>$253,574.00</td>
</tr>
<tr>
<td>Meeting Room Use Per Hour</td>
<td>$25.00</td>
<td>5,085</td>
<td>$127,125.00</td>
</tr>
<tr>
<td>Adult Programs/Classes</td>
<td>$15.00</td>
<td>19,966</td>
<td>$299,490.00</td>
</tr>
<tr>
<td>Children's Programs/Classes</td>
<td>$10.00</td>
<td>58,698</td>
<td>$586,980.00</td>
</tr>
<tr>
<td>Homework Center Visits</td>
<td>$10.00</td>
<td>13,166</td>
<td>$131,660.00</td>
</tr>
<tr>
<td>Computer Use Per Hour</td>
<td>$21.00</td>
<td>225,480</td>
<td>$4,735,080.00</td>
</tr>
<tr>
<td>Reference Questions Asked</td>
<td>$7.00</td>
<td>127,387</td>
<td>$891,709.00</td>
</tr>
<tr>
<td>Database Search</td>
<td>$19.95</td>
<td>416,989</td>
<td>$8,318,930.55</td>
</tr>
<tr>
<td><strong>Total Value of SPPL Services</strong></td>
<td></td>
<td></td>
<td><strong>$42,607,681.43</strong></td>
</tr>
</tbody>
</table>
2019 Financials

**EXPENSES**
- Employee Expense: $14,030,063
- Services: $3,595,034
- Materials and Supplies: $2,542,319
- Additional Expenses: $500
- Other Financing Uses: $61,140
- **TOTAL**: $20,229,056

**REVENUE**
- Taxes: $18,521,173
- Intergovernmental Revenue: $210,834
- Charges for Services: $117,636
- Fees and forfeiture: $44,350
- Investment Earnings: $14,433
- Miscellaneous revenues: $794,386
- Other financing sources: $526,244
- **TOTAL**: $20,229,056

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2019 IMPACT REPORT
Leadership

Mayor, City of Saint Paul
Melvin Carter

Library Board
Jane Prince, Library Board Chair
Kassim Busuri
Amy Brendmoen
Mitra Jalali
Rebecca Noecker
Dai Tao
Chris Tolbert

Saint Paul Public Library Leadership
Catherine Penkert, Library Director
Maureen Hartman, Deputy Director, Public Services
Barb Sporlein, Deputy Director, Operations
Phoebe Larson, Marketing and Communications Manager

Support

The Friends of the Saint Paul Public Library is an independent, nonprofit organization that acts as a catalyst for libraries to strengthen and inspire their communities.

The Friends secure financial support from thousands of library supporters to benefit the programs and services of Saint Paul Public Library. The Friends invests in libraries because they believe that libraries are essential to strong communities.

Learn more at TheFriends.org.
Let’s keep in touch.

Saint Paul Public Library 90 West Fourth Street, Saint Paul, MN 55102
Phone: 651-266-7000 | Email: spplweb@ci.stpaul.mn.us
Visit us at sppl.org.

Locations

Arlington Hills (AR)
1200 Payne Ave, 55130
651-632-3870

George Latimer Central (CE)
90 West Fourth St, 55102
651-266-7000

Dayton’s Bluff (DB)
645 East 7th St, 55106
651-793-1699

Hamline Midway (HA)
1558 W Minnehaha Ave, 55104
651-642-0293

Hayden Heights (HH)
1456 White Bear Ave, 55106
651-793-3934

Highland Park (HI)
1974 Ford Parkway, 55116
651-695-3700

Merriam Park (ME)
1831 Marshall Ave, 55104
651-642-0385

Rice Street (RC)
1011 Rice St, 55117
651-558-2223

Riverview (RV)
1 East George St, 55107
651-292-6626

Rondo (RD)
461 North Dale St, 55103
651-266-7400

Saint Anthony Park (SA)
2245 Como Ave, 55108
651-642-0411

Sun Ray (SR)
2105 Wilson Ave, 55119
651-501-6300

West 7th (W7)
265 Oneida St, 55102
651-298-5516

Bookmobile (BK)
461 North Dale St, 55103
651-266-7450