

**Ramsey County Library  
Board of Trustees Meeting  
December 18, 2019  
4560 Victoria Street North  
Shoreview, MN – 6:30 PM**

CONNECT community  
INSPIRE curiosity  
CULTIVATE learning

- I. Call to Order**
- II. Public Comment (6:30-6:35)**
- III. Approval of Agenda (6:35)**
- IV. Consent Agenda (6:35-6:40)**
  - A. Approval of November 12, 2019 Minutes (2)
  - B. Director’s Report (3)
  - C. Friends of the Ramsey County Library Report (4)
- V. Action Items (6:40-7:00)**
  - A. Award Library Gold Card (5)
  - B. Resolution Regarding the Retirement of Gary Livingston (6)
  - C. Employee Time & Scheduling System (7)
- VI. Discussion Items (7:00-8:30)**
  - A. Teen Services Report (8)
  - B. Communications Report (9)
  - C. Friends of the Library Report (10)
  - D. Library Board Self Evaluation (11)
  - E. Shoreview Library Report & Tour (12)
  - F. Other
- VII. Adjournment (8:30)**

Scheduled Upcoming Meetings		
<b>January 15, 2020</b> 6:30 p.m.	RCL – Shoreview 4560 Victoria Street North	Annual Meeting 2020 Workplan
<b>February 19, 2020</b> 6:30 p.m.	RCL – Roseville 2180 Hamline Avenue North	2019 Fourth Quarter Reports Year End Reserve List Facilities Update
<b>March 18, 2020</b> 6:30 p.m.	RCL – North St. Paul 2300 North St. Paul Drive	Annual Report to State Budget Overview/Timeline Branch Report

**Library Board**  
Sida Ly-Xiong, Chair  
Sylvia Neblett, Vice Chair  
Debra Berry, Secretary  
Marisol Chiclana-Ayala  
John Hakes  
Craig Klausung  
Gwen Willems

**Library Director**  
Jill Boldenow

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

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## Minutes of the Ramsey County Library Board November 12, 2019

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**LIBRARY BOARD PRESENT:**

Deb Berry, Marisol Chiclana-Ayala, John Hakes, Craig Klausing, Sida Ly-Xiong, Gwen Willems

**LIBRARY BOARD ABSENT:**

Sylvia Neblett

**STAFF PRESENT:**

Jill Boldenow, Library Director; Lynn Wyman, Deputy Director; Chuck Wettergren, Digital Services Manager; Therese Sonnek, White Bear Lake Library Manager; Mary Larson, Library Board Coordinator

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**CALL TO ORDER:**

Ly-Xiong called the meeting to order at 6:30 p.m. in the Community Program Room of the Ramsey County Library in White Bear Lake, 2150 – 2<sup>nd</sup> Street.

**PUBLIC COMMENT:**

No public comment.

**APPROVAL OF AGENDA:**

Willems made a motion to approve the agenda for November 12, 2019, as presented. Berry seconded the motion, which was approved unanimously.

**APPROVAL OF MINUTES:**

Chiclana-Ayala made a motion to approve the minutes of October 16, 2019 as presented. Berry seconded the motion, which was approved unanimously.

**DIRECTOR'S REPORT:**

**Important Dates** – For the Thanksgiving holiday, all libraries and offices are closed November 28; Administration and Technical Services are closed November 29.

**RCL-Roseville Driveway Status** – The north Hamline Avenue entrance at RCL-Roseville is now closed while work continues on the Library driveway relocation project. Work is expected to be done by November 14, weather permitting. To address concerns about traffic flow and safety, the new driveway will enter the Library lot from the controlled intersection at Hamline Avenue and Commerce Drive.

**No-Waste Staff In-Service Day** – We hosted a dynamic In-service day on October 21, 2019, with 115 staff in attendance. All staff participated in sessions on the 2020 Census; racial equity in action at RCL; and upcoming Fines and Fees policy changes. Breakout sessions featured training on ergonomics, cloudLibrary, and “stop the bleed” life-saving techniques. We also had educational materials and demos throughout the day featuring Library digitization and virtual reality equipment, employee wellness resources, AED training and workplace safety, and bag-decorating for Open Arms food shelf.

For the first time, this was a no-waste event. Staff asked the food vendor to eliminate unnecessary packaging. Staff acquired cases of unpackaged fruit, compostable dinnerware, and water dispensers for use with refillable bottles. Through Ramsey County Environmental Health, staff arranged compost and recycling containers. We saw a dramatic reduction of waste at the end of the day compared to previous events. The event was less costly, and clean-up was quicker. This was a terrific success!

In addition, many staff contributed items to be donated to the Ralph Reeder Food Shelf in Mounds View. Thanks to all of the Library staff for making this In-service day a success, from planning to set-up and clean-up, to leading and participating in sessions. This was an outstanding team effort!

**New Ramsey County Commissioner** – Nicole Joy Frethem has been elected to represent District 1 on the Ramsey County Board of Commissioners. District 1 includes Arden Hills, Gem Lake, North Oaks, Shoreview, Vadnais Heights, White Bear Township, and parts of Mounds View, Spring Lake Park and Blaine.

#### **EXHIBITS AND DISPLAYS POLICY:**

Public policies are brought to the Library Board on a scheduled basis. The Exhibits Policy is under consideration, with Library staff recommending that the policy be expanded to include both exhibits and library displays. The County Attorney's office reviewed and approved the updated policy.

The Library Board reviewed the draft in October, and asked that the revised policy include a reference to the Public Bulletin Boards and Free Publications Policy.

Klausing made a motion to approve the Exhibits and Displays Policy as presented. Chiclana-Ayala seconded the motion, which was approved by unanimous vote.

#### **LASER ENGRAVER PURCHASE:**

Ramsey County Library's Maker programming has been gaining popularity and expanding in response to growing demand from all ages. During Maker programs, Library staff introduce participants to emerging practical technologies and help patrons learn skills utilizing the equipment. The majority of current programming uses traditional maker equipment such as 3D printers, electronic cutting machines, and sewing machines. After visiting other library makerspaces, attending maker-centric sessions at user conferences, and listening to patron feedback, it was determined that the addition of a laser engraver would be a valuable asset to library users. This laser engraver would be housed at the Ramsey County Library in Roseville.

Laser engravers are used for a wide range of applications in many different industries. Examples of potential library patron use includes the creation of signs and displays, greeting cards, trophies, architectural models, and general arts and crafts. The machine works with a variety of materials including coated metals, glass, and wood.

Because the price of a laser engraver is over \$10,000, Ramsey County solicitation rules require a Request for Quotations (RFQ) be issued by County Procurement. The RFQ includes a multi-year agreement that will allow the Library to purchase a laser engraver and the option to purchase additional units at the submitted price.

Wettergren described laser engravers for the Board members, and shared examples of items created by them. The Library Board discussed the Maker programs, and how the Library determines which pieces of equipment to purchase for them. Safety, staff time, and traditional Maker equipment versus new technology were also mentioned. The Library's goal with Maker program is to provide access to practical technologies for those who can't afford them or wouldn't otherwise have access.

Berry made a motion to authorize the Library Director to approve the contract resulting from the RFQ process, and purchase a laser engraver machine from that contract at a cost not to exceed \$30,000, excluding consumables. Hakes seconded the motion, which was approved unanimously.

#### **REQUEST FOR LIBRARY BOARD ACTION COVER SHEET:**

Ly-Xiong suggested that the cover sheets for Library Board agenda items be expanded to include information on how each topic furthers the Library's mission and/or relates to the Strategic Plan. Commissioner McGuire noted that the Ramsey County cover sheet was revised to include information on racial equity for each Board item.

**2019 THIRD QUARTER REPORTS:**

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

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

Boldenow reviewed the Strategic Plan progress for 2019. The Library Board reviewed the third quarter reports as presented.

**RACIAL EQUITY REPORT:**

The Library Board reviewed the Q3 Racial Equity and Inclusion work plan report, and Boldenow described recent staff engagement to review this work and develop new directions for this work plan in 2020. The report was shared with all staff and discussed at an all-staff session at In-Service Day in October, at which several staff presented in more detail about how and why this work is implemented.

Following the staff presentation, three questions were posed:

- What are we doing well to advance racial equity?
- What are additional opportunities we should consider?
- What do you/we need to improve our impact?

Staff input on the questions has been collected at staff meetings and with an online survey. A task force will be convened to assess and make recommendations for 2020 racial equity and inclusion priorities.

**RAMSEY COUNTY UPDATE:**

Commissioner McGuire reported that newly-elected Commissioner Nicole Frethem will be sworn in to office at the Ramsey County Library in Shoreview on November 20. The County's 2020 Budget Hearing will be held at the Ramsey County Library in Maplewood on November 25. Both events are open to the public.

**NEXT MEETING:**

December 18, 2019—Ramsey County Library in Shoreview, 4560 Victoria Street North, 6:30 p.m.

**ADJOURNMENT:**

Ly-Xiong adjourned the meeting at 8:40 p.m.

Respectfully Submitted,

Mary Larson  
Library Board Coordinator

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**DIRECTOR'S REPORT****December 2019**

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**November Staff Updates:** Transferred: Dawood Sultani, Library Page, to MV  
Hired: Anita Vue, PT Library Page at WB  
Resigned: Karen Boettcher, Substitute Librarian

**Important Dates** – The Ramsey County Board of Commissioners will adopt the 2020-2021 budget on December 17. All libraries are closed December 24, December 25, and January 1. All libraries close at 5:00 p.m. on December 31.

**Library Hosts County Events** – Ramsey County Library hosted two high profile public events last month. The Library received many appreciative comments commending the service of Library staff who helped coordinate these events. On November 20th, Ramsey County Library in Shoreview hosted the swearing-in of Ramsey County Commissioner Nicole Joy Frethem. Frethem represents District 1, including Arden Hills, Gem Lake, North Oaks, Shoreview, Vadnais Heights, White Bear Township, and parts of Mounds View, Spring Lake Park and Blaine. On November 25th, Ramsey County Library in Maplewood hosted the Ramsey County Truth in Taxation hearing on the proposed 2020-2021 County budget. The hearing drew a full house in the library's community room, and there was an overflow crowd. Library staff responded quickly to distribute laptops to enable those additional attendees to view the hearing via streaming video.

**Friends of the Ramsey County Libraries 2020 Grant** – The Board of the Friends of the Ramsey County Libraries approved a 2020 grant to Ramsey County Library in the amount of \$130,000 at their November 18, 2019 Board meeting. The grant will support the following priorities:

Collections	\$30,000
Adult programs	\$28,000
Children's Summer Learning Program	\$20,000
Teen Summer Learning Program	\$16,000
Children's programs/supplies	\$12,000
Teen programs/supplies	\$8,000
Library newsletter	\$6,000
Volunteer program development	\$5,000
Employee development	\$5,000

In several prior years, the Friends have given grant funds to the Library in two or three separate stages—including an annual grant, a supplementary grant, and a collections grant from gala proceeds—that totaled approximately \$130,000. This consolidated grant of \$130,000 for 2020 enhances the Library's ability to plan and make the most of these valuable funds. As in years past, the Library will invest this grant funding in children's, teens, and adult programs, as well as support for collections, promotions, volunteers, and staff development. The support of the Friends of the Ramsey County Libraries continues to be essential to the Library's ability to serve communities.

## **Friends Update—December 2019**

### **Friends 2020-2022 Strategic Plan**

The Friends Board adopted a new strategic plan in November that includes the following vision statement and four key priorities:

**Vision:** Have a bigger and bolder impact with Ramsey County Library into the future.

### **Strategic Priorities:**

- Go to the next level of friend-raising and fundraising.
- Create powerful messages about the Library and Friends impact.
- Engage the general community in new and fun ways to build a stronger/larger library community.
- Bring to life one or more big ideas that were jointly envisioned by FRCL and RCL.

Friends Board President, Ann Trapnell and Executive Director, Cyndi Cook will present more information about the planning process and outcomes at the Library Board meeting on December 18. One key component of the new plan is an increase in the Friends upfront grant commitment each from \$70,000 to \$130,000 which encompass all of the grants (annual, Gala, supplemental) that the Friends have successfully provided to RCL over the past five years. The Board is hoping that making this commitment at the start of the year will assist the Library Director and Admin team in their planning and priority setting process.

### **Welcoming new Board Member Jamie Crandall**

The Friends welcomed Jamie Crandall to the Board of Directors in November. Jamie has lived in Roseville since 1992. She is a teacher, a mom, a wife, a neighbor, a Girl Scout troop leader, a book club participant, a friend, a concert goer, a dog owner and a library enthusiast! Jamie is starting off her service on the Friends Board by joining the Membership Committee.

### **Sunsetting the 5K**

After much deliberation on how best to fulfill our mission of advocating on behalf of Ramsey County Library, the Friends Board of Directors has come to the conclusion that it is time for us to retire the Book It 5K event in order to focus our time and energy more directly on building financial and community support for the RCL Summer Learning Program.

The 5K has had a wonderful 10-year "run" and we are grateful for the support of the RCL staff, the Library Board and especially the dozens of volunteers who made this event possible-- planning the event, securing in-kind donations, setting up the course and display tables, registering participants, serving as course marshals, serving as lead bike, welcoming runners at the finish line, looking out for stragglers, and helping us launch the "Library Lap" fun run for kids.

The Friends will be planning a 5K volunteer appreciation celebration to be held next spring--date to be announced early in 2020. We hope you will join us at this event as we look back over the ten years of the Book It 5K and celebrate all that this event has brought to Ramsey County Library.

We have invited the many 5K volunteers to join us in a new capacity as we work with the RCL Children's Librarians on creating a Friends sponsored event in conjunction with the Summer Learning Program kickoff event held in June. More on this in the coming months.

### **Upcoming Events**

- Friends Board of Directors, January 27, 2020 at RCL-Shoreview
- **Annual Hats Off to the Library Gala "Welcome to the Roaring 20s!"** February 1, 2020 at RCL-Roseville

## Request for Library Board Action

Meeting Date  
December 18, 2019

Action Requested  
Award Gold Card

Presented By  
Jill Boldenow,  
Library Director

**SUBJECT:**

Award Library Gold Card

**BACKGROUND:**

Ramsey County Library awards gold cards to volunteers and other individuals whose contributions have enhanced services to our library patrons. Library Board Trustee Craig Klausing is completing his second consecutive term in December 2019. To honor his service on the Library Board and his contributions to the Library and the community, a gold card is proposed for Klausing.

**BOARD ACTION REQUESTED:**

To award a Library Gold Card to Craig Klausing as a symbol of appreciation for his contributions to Ramsey County Library and to authorize the Library Board Chair to sign the Gold Card certificate.

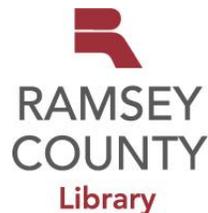
# Certificate of Appreciation

*Awarded to*

*Craig Klausning*

*on this 18<sup>th</sup> day of December 2019*

*In appreciation for serving on the Ramsey County Library Board of Trustees from 2014-2019, including the office of Chair from 2017-2018; for spearheading a comprehensive review of the Library Board's by-laws and policies; for your role in the successful conclusion of the Library's Facilities Master Plan, resulting in new libraries in White Bear Lake and Shoreview; for serving on the Personnel Subcommittee from 2017-2018; for your participation in creating the Library's Mission, Guiding Principles, and Strategic Plan; and for your leadership in the director search process. Your insightful approach to issues, your legal and public service expertise, your support of the Friends and creative costumes at the annual gala, your recommendations for books and authors, your enthusiasm and sense of humor, and your role as a community leader have greatly benefited the residents of suburban Ramsey County.*



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*Library Board Chair*

## Request for Library Board Action

Meeting Date  
December 18, 2019

Action Requested  
Approve Resolution

Presented By  
Mary Larson,  
Library Board Coordinator

**SUBJECT:**

Resolution Regarding the Retirement of Gary Livingston

**BACKGROUND:**

Library Page Gary Livingston has announced his retirement, effective December 19, 2019. A resolution honoring Gary for his 26 years of service will be available at the meeting.

**BOARD ACTION REQUESTED:**

To approve the Resolution Regarding the Retirement of Gary Livingston, and to authorize the Library Board Chair to sign the document.

## Request for Library Board Action

Meeting Date  
December 18, 2019

Action Requested  
Approval

Presented By  
Jill Boldenow,  
Library Director

**SUBJECT:**

Kronos Employee Time and Scheduling (ETS) system purchase

**PURPOSE:**

The investment in the Kronos ETS system supports the County's goal of accountability and the Library's guiding principle to be accountable and resourceful. Kronos ETS delivers a scheduling and time reporting system that is accountable, functional, compliant, cost-effective, and secure. It is efficient, enabling staff to focus on service delivery to residents.

Because the Library Board must approve the expenditure of Library funds above \$25,000, this request for action is presented to the Board.

**BACKGROUND:**

Ramsey County is not renewing its current contract with TASS, a vendor whose product manages staff time reporting. The Library participated with other departments in RFP reviews and the selection of the Kronos Employee Time and Scheduling (ETS) product. This product manages staff time reporting, and it provides new functionality, including the ability to manage complex scheduling at the Library and other sites with irregular staff schedules. The product also meets requirements for security and audit management. The Ramsey County Technology Governance Committee, chaired by the Ramsey County Chief Information Officer, also reviewed and approved the adoption of Kronos ETS in county departments.

Several county departments have begun implementing Kronos ETS. The Library is proposing to implement Kronos ETS in the next phase.

To support the Library's one-time cost of \$200,000 to configure and implement this new system, it is recommended that Library fund balance be allocated in this amount. This allocation will not impact the Library's operating budget.

**BOARD ACTION REQUESTED:**

Approve allocation of \$200,000 of Library Fund Balance to implement Kronos ETS at the Library.

## Request for Library Board Action

Meeting Date  
December 18, 2019

Action Requested  
Information and Discussion

Presented By  
Erica Redden,  
Teen Services Coordinator

**SUBJECT:**

Teen Services Report

**BACKGROUND:**

Erica Redden, Teen Services Coordinator at Ramsey County Library, will attend the December Library Board meeting, to present information about teen programming at RCL.

**BOARD ACTION REQUESTED:**

For information and discussion.

## Request for Library Board Action

**Meeting Date**  
December 18, 2019

**Action Requested**  
Information and Discussion

**Presented By**  
Kristi Saksvig,  
Communications Director

**SUBJECT:**  
Communications Report

**BACKGROUND:**  
Kristi Saksvig, Communications Director for Ramsey County's Economic Growth and Community Investment (EGCI) Team, will attend to give an overview of the communications division and its work on behalf of the Library.

**BOARD ACTION REQUESTED:**  
For information and discussion.

## Request for Library Board Action

**Meeting Date**  
December 18, 2019

**Action Requested**  
Information and Discussion

**Presented By**  
Cyndi Cook,  
Friends' Director

**SUBJECT:**

Friends of the Library Report

**BACKGROUND:**

Cyndi Cook, Executive Director of the Friends of the Ramsey County Libraries, will attend the December Library Board meeting with Ann Trapnell, Friends Board President, to present information about the Friends strategic planning process and outcomes.

**BOARD ACTION REQUESTED:**

For information and discussion.

## Request for Library Board Action

Meeting Date  
December 18, 2019

Action Requested  
Information and Discussion

Presented By  
Jill Boldenow, Director  
Sida Ly-Xiong, Board Chair

**SUBJECT:**

Library Board Self-Evaluation

**BACKGROUND:**

The Library Board conducts a self-evaluation at the end of each year. Attached are the results from a survey of Board members in December, 2019.

**BOARD ACTION REQUESTED:**

For Information and discussion.

# Ramsey County Library Board Self-Evaluation 2019

## 1. 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.	0	0	0	5	2
Fulfilling our fiduciary duties (using care, acting in the best interest of the organization, adhering to appropriate laws, etc.).	0	0	0	2	5
Fostering an environment that builds trust and respect among board members.	0	1	0	3	4
Allotting sufficient time for questions, participation and discussion during board meetings.	0	0	0	4	3

**Comments:**

- Discussion and staff presentations are always good, however sometimes presented for our information not for strategic input.
- I enjoy the diversity of the group in terms of viewpoints.

## 2. 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.	0	0	0	3	4
Your sense of contribution in furthering the strategic priorities of Ramsey County Library.	0	0	0	5	2
Board leadership's receptivity to your ideas or concerns.	0	0	1	2	4
The extent to which we are utilizing your skills and experiences.	0	0	2	3	2
The extent to which you find serving on the Board of Directors a satisfying and rewarding experience.	0	0	0	3	4

**Comments:**

- I find the interactions stimulating and lead to thoughts regarding other topics.

## 3. What do you like best about serving on this board?

- Having a positive impact, helping staff members reach goals and objectives, working together with the other talented board members.
- I think what I have to say is taken very seriously and feel like we are there to REALLY give input on library operations and policy.
- I enjoy hearing and seeing how the libraries respond and proactively think about community changes with an equity lens; in many ways, the libraries are on the leading edge here among govt agencies.
- Helping to carry out the important mission of libraries.
- I appreciate the intelligent and informative discussions. It is always amazing the depth of thought by our members.
- Board service provides the opportunity to learn about many breaking developments concerning the RCL system first hand.
- Knowing that our work has an impact on the library staff and the services provided to patrons, community partners and all residents of the county.

## Ramsey County Library Board Self-Evaluation 2019

### 4. What changes might you suggest to make board meetings more informative, motivating or enjoyable?

- It might be nice to have a retreat to allow us to get to know each other better.
- Leadership team attendance at board meetings is appreciated. We could include them to sit at/around the table with us.
- More social time would help us get to know each other and the skills and knowledge we bring to the board.
- I know this is a little self-serving, but it would be nice to wrap up at 8:30. I hate to miss anything but my work days just start so early. I feel badly leaving before the meeting is adjourned.
- Orientation meetings (2-3 max - members of the board) to ask questions and better understand concepts, structures and the relationship of the board with the staff and other county teams.

### 5. What are the two or three key areas the board should focus on in the next year to improve its performance?

- I think it would be a nice idea if we were required/given the opportunity to volunteer one day during our service, in a library
- To be more effective in our role, we may need better understanding and involvement in fiduciary responsibilities prior to finalizing/approving recommendations put forward by staff.
- Frame and use creative ways to take more initiative. Take a lead in helping the RCL integrate with other Ramsey County outreach efforts.
- Perhaps some board interaction with Library patrons to increase our visibility and keep communications open.
- Strategic plan - implementation Library board & Friends of the Library

### 6. Are there any areas in which you feel you could add more value? What would need to happen for that to occur?

- I have nothing to add here.
- We could have more joint opportunities for board and friends to work, learn, and raise awareness of library successes (and challenges), particularly to expand support from donors and county.
- I'm sure I could contribute more, but am not sure how. Perhaps an informal discussion on this topic would help board members brainstorm ways for all of us to do this.
- I feel that I should be more interactive - I am a people person so I will try to attend more on site library events. I am also interested in occasionally attending other county meetings that might be relevant.
- Engagement strategies and activities

### 7. Is there anything else you'd like to say?

- I do enjoy serving for such a valuable organization, I look forward to our meetings to hear what is going on.
- Thanks for all the staff work to herd us and keep us engaged.
- I've enjoyed my time on the Board.
- Without verification, it seems that board member attendance has increased, along with the participation level of members during the meetings. The level of engagement is enjoyable.
- My experience as part of the Ramsey County Library board has been very positive and full of opportunities to learn, work for and collaborate with others in order to benefit the libraries and the work done every day to serve residents of Ramsey County. Thank you!

# Branch Library Report

## Shoreview

December 2019  
Report to the Library Board

### TRENDS IN THE SERVICE AREA

- According to Mounds View Public Schools:
  - 61.9% of families in the district identify as white, 11.9% as Asian, 10.7% as Black, 8.8% as Hispanic, and 6.1% in two or more categories.
  - 28% of students receive free or reduced-price lunch, 10% receive special education services, and 5% speak English as a second language.
  - After English, the top three languages spoken by families are 1) Spanish, 2) Somali, and 3) Hmong.
  - 7 out of 10 resident households have no school-aged children.
  - The top five employers in the MV Schools service area are: Medtronic, Boston Scientific, Mounds View Public Schools, Wells Fargo, and Deluxe Corporation.
- According to Shoreview's comprehensive plan Destination Shoreview 2040:
  - Results from the most recent demographic study in 2015 found that persons 27.1% of the population is within the 35 to 54 year age range. The 2015 data also shows that those residents over 55 years of age accounted for 34% of the population, an increase of 21% since 1990. Senior citizens (65 or older) comprise 15% of Shoreview's population and has steadily increased over the past 25 years. Future planning efforts will need to address the continued increase in this population group.
  - Households where children under the age of 18 are present only account for 27.1% of all households. There has also been an increase in householders living alone and those over 65 years of age. It is anticipated that these population trends will continue into the future as the baby boom generation ages and family sizes decrease.
- Construction in the Shoreview Commons continues, with new parks, playgrounds, trails and sidewalks planned. A new sidewalk connecting the Shoreview Community Center and Ramsey County Library has been built, and we look forward to safer access between the buildings and for neighborhood residents.

### LIBRARY ISSUES AND SERVICE TRENDS

- Although general circulation is down slightly, children's materials' circulation is up, as is computer usage, wireless logins, reference, and library visits. Attendance to both children's and adult programs continues to grow exponentially.
- Due to the popularity of children's programming led by children's librarian Angie Miller, additions to children's services include:
  - Hiring of Patong Lee, a library associate who will be working primarily in reference and in children's services; Evening storytime which received an immediate positive response; Monthly sensory-friendly play group; Front Porch summer children's arts series; Kidsight vision screening programs with the local Lions Club; and our third annual sensory-friendly performance with MVCT.
  - We added display shelves and a light/Duplo table to our children's area. We also received gifts from PEO Sisterhood, Ltd and Shoreview/Arden Hills Lions Club that we are using to refresh our children's early literacy materials.

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- In response to the overwhelming demand for our rooms from local LEGO Leagues, Angie Miller worked with the LEGO League Coordinator to set up a series of open houses which allowed a number of teams to collaboratively share the space.
  - Teen librarian Alyssa Stevenski, hired in 2019, is making the Shoreview Teen area a destination for teens by offering passive programming that sparks creativity and crowd-sourced readers' advisory, as well as programs including de-stress sessions (including therapy dogs) during finals, gaming parties, financial literacy, and a new partnership with NYFS Career Readiness program. She also supervises our CTEP, Devon Matti.
  - Reference librarian Karen Byerly keeps our collection fresh, engaging and racially diverse, through thoughtful selection and diligent collection management. Creative, appealing displays created by Byerly, Sharyn Bramscher, and Paul Lai keep our patrons' bookshelves well-stocked. Paul Lai has also created a number of original adult programs including a Winter Reads Kickoff, Poets on Poetry, and a book launch party for local author Preeti Mathur, which featured Indian dancing.
  - In addition to supervising the excellent and accurate circulation staff, circulation supervisor Mark Bullock created the Common Threads Book Club, which focused on works about immigration, as well as taking on the responsibilities of the Volunteer Services department.
  - Branch manager Carol Jackson was named as one of Library Journal's Movers and Shakers for 2019, nominated by Director Jill Boldenow for library programming and partnerships.
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## **LIBRARY SERVICES AND EVENTS**

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

- Childrens: Family storytime (twice weekly), baby storytime (weekly), Paws to Read (regularly), Open Chess (monthly)
- Teens: Maker Teen (weekly), Game Night Unplugged (weekly), Video Gaming (weekly), Teen D&D (weekly), Teen GSA (weekly)
- Adults: Drop-in Tech Help (weekly), Open Makerspace (weekly), Knitting for Good (weekly), Conversation Circles for English Learners (weekly), three book clubs (monthly), Poetry Circle (monthly)

### **What is special and important about the library**

- A patron sent the library manager the following email on 12/1, which sums it all up:
  - "Yesterday I was sitting at the Shoreview Library reading a great book in front of the fireplace and at one point I stopped, looked around, and was filled with gratitude for such a wonderful, safe, quiet place to be. I don't know what my life would be like without this wonderful library: the staff, location, beauty, and, most of all, books! Thank you for all your hard work in creating such a home away from home for me."

### **Key Partnerships**

- Gallery 96
- City of Shoreview
- Shoreview Human Rights Commission
- Mounds View Schools
- Ramsey County Elections
- Days for Girls
- MELSA

## SHOREVIEW AT A GLANCE

YEAR BUILT	2017
SQUARE FEET	38,000
DAYS OPEN	Mon, Tue, Wed, Thu 10 a.m. - 9 p.m. Fri, Sat 10 a.m. - 5 p.m. Sun 12 - 5 p.m.
HOURS/WEEK	63

NUMBER OF PUBLIC COMPUTERS	64
COLLECTION SIZE	97,632

STAFF FTE	13.3
TOTAL STAFF	24
VOLUNTEER HOURS	2,630

	2015	2016	2017	2018
TOTAL CIRCULATION	594,303	481,827	561,262	583,598
CHILDREN'S CIRCULATION (TOTAL # AND % OF TOTAL CIRC)	266,139 45%	218,847 45%	283,552 51%	301,440 52%
REFERENCE	32,578	29,991	44,369	42,991
COMPUTER HOURS USED	20,692	15,414	24,008	25,799
WIRELESS USERS	22,515	27,444	87,006	91,178
ANNUAL VISITS	226,231	192,908	251,411	262,656
CHILDREN'S PROGRAM ATTENDANCE	8,632	7,927	10,284	14,098
ADULT PROGRAM ATTENDANCE	834	1,210	1,725	5,264

## Ramsey County Library in the news:

- 11/26:  
White Bear Press                    2019 Citizen of the Year, Caring Youth named  
[https://www.presspubs.com/shoreview/news/citizen-of-the-year-caring-youth-named/article\\_7c17d5c0-1089-11ea-a316-b371741a20de.html](https://www.presspubs.com/shoreview/news/citizen-of-the-year-caring-youth-named/article_7c17d5c0-1089-11ea-a316-b371741a20de.html)
- 11/26:  
twincities.com                        Ramsey County seeks interns 18-24 for rotations in four departments  
<https://www.twincities.com/2019/11/26/ramsey-county-seeks-interns-18-24-for-rotations-in-four-departments/>
- 12/6:  
twincities.com                        Throngs of public support fail to save The Ponds golf course in Ramsey County ...  
for now <https://www.twincities.com/2019/12/06/roomfuls-of-public-support-fail-to-save-the-ponds-golf-course-in-ramsey-county-for-now/>

# Facebook:

**Ramsey County Library**  
Published by Pa Na Lor [?] · November 29 at 1:00 PM · 🌐

Friday night plans.



## Friday Night Plans

👍 **Get More Likes, Comments and Shares**  
When you boost this post, you'll show it to more people.

**Boost Post**

👍👍 Lauren Schnoebelen, Katy von Fange and 33 others · 1 Comment

👍 Like    💬 Comment    ➦ Share

Comment as Ramsey County Library

Most Relevant ▾

**Therese Sonnek** And all day tomorrow! 👍 1

Like · Reply · Message · 1w

**Friends of the Ramsey County Libraries**  
December 3 at 12:12 PM · 🌐

Stop by the Friends' Used Bookstores at the Maplewood or Roseville Ramsey County Library this weekend to shop for gift quality books. Free gift wrapping available! 📖 <https://rcifriends.org/buy-books/booksales/>



## GIFT QUALITY BOOK SALE

**Maplewood**  
Saturday, December 7: 10a – 5:00p  
Sunday, December 8: 10a – 4:30p

**Roseville**  
Saturday, December 7: 10a – 3:00p

👍👍 Ramsey County Library, Bonnie Bassett, Sophia Vigil and 3 others · 3 Shares

👍 Like    💬 Comment    ➦ Share

**Brimhall Elementary School**  
November 26 at 11:29 AM · 🌐

👍 Like as Your Page

Thank you Ms. Anna for coming from Ramsey County Library to teach our kindergartners about Public Libraries and library cards! We learned that libraries are for LEARNING and FUN. Libraries belong to EVERYONE, and Library cards are FREE. We can't wait to get library cards!



👍👍 Ramsey County Library, Elizabeth Ann, Mai Khalil and 20 others

👍 Like    💬 Comment    ➦ Share

**MELSA** December 3 at 1:38 PM · 🌐

Cheers to the 72 attendees from all over the metro public libraries who came out for Storytime Palooza 2019 at Ramsey County Library, Roseville yesterday!

Storytime Palooza is an annual MELSA celebration of storytime which offers practitioners an opportunity to learn from their peers and share their own storytime tips.




👍👍 Ramsey County Library, Tasha Nins, Holly Pierson and 12 others · 1 Comment 2 Shares

**Ramsey County Library**  
 Published by Pa Na Lor [?] · December 5 at 8:00 AM · 🌐

Portrait of a Parent Reading. 🤗  
 Image via: <http://www.incidentalcomics.com/.../portrait-of-parent-readin...>

*Portrait of a Parent Reading*



GRANT SNIDER (AFTER GLUYAS WILLIAMS)

👍 **Get More Likes, Comments and Shares**  
 When you boost this post, you'll show it to more people.

[Boost Post](#)

👍🤗❤️ Eva Williams, Manju Parikh and 54 others 1 Comment 15 Shares

**Ramsey County Library**  
 Published by Pa Na Lor [?] · December 8 at 10:00 AM · 🌐

This is how we feel when T-Rex visits us! 🤗🤗🤗



👍🤗❤️ North St. Paul's Holiday Hop, Thomas H Miller and 74 others 2 Comments

👍 Like Comment Share

Comment as Ramsey County Library 🗨️ 📷 📺 🎭

Most Relevant ▾

**Lisa Wedell Ueki Angie?** 👍 1  
 Like · Reply · Message · 17h

**Angie Miller** Lisa, nope, but I took the picture 🤗  
 Like · Reply · Message · 13h 👍 2

**Ronnie Krishna** Godzilla comes to the library. Who knew?  
 Like · Reply · Message · 1d 👍 2

**Friends of the Ramsey County Libraries**  
 December 4 at 1:45 PM · 🌐

Ramsey County Library's Maker Teen sessions are all about making cool stuff, getting messy and creating something great! Teens get to mess around with the 3D printer, vinyl cutter, duct tape and other hands-on projects. No experience needed and supplies are provided. Maker Teen events are funded with money from the Friends of the Ramsey County Libraries. Dates & locations: <https://rclreads.libcal.com/calendar/main/...>



👍 Ramsey County Library, Caitlin Carroll, Tia Williams and 2 others 1 Share

👍 Like Comment Share

# Twitter:

**T. G. Polachek** @TomsBrightIdeas · Nov 10  
@rclreads computers down at Roseville says the internet is unavailable. Hmm I'm using it now on the iPad Mini.

**T. G. Polachek** @TomsBrightIdeas · Nov 10  
@rclreads computers are up and running.

**Sci-Fi Dreams #Scifidreams** @SciFiDreams4EvR

I recently did a tweet storm about my favorite shows and learned about so many interesting shows that people love. Thank god for my local Library @rclreads because i can now rent for free a ton of those recommendations! #SupportYourLibrary

First up - Space above and Beyond

6:40 PM · Nov 13, 2019 · Twitter Web App

1 Retweet 5 Likes

**vabergan** @vabergan1 · Nov 13  
Replying to @SciFiDreams4EvR and @rclreads  
So did you ever watch True Blood? It's still one of my all time favourite shows.

**Sci-Fi Dreams #Scifidreams** @SciFiDreams4EvR · Nov 13  
i need to get on that

**vabergan** @vabergan1 · Nov 13  
Do it! That's an order!

**Sci-Fi Dreams #Scifidreams** @SciFiDreams4EvR · Nov 13  
Just reserved season 1



2 Likes

**MJ** @M\_3927

holy sht, I am holding my breath - there is a loud voiced person @rclreads #roseville and I am too scared to ask him to quiet down, esp after the older man was killed on the LRT. he looks unstable and I am leaving for safety reason.

6:15 PM · Nov 14, 2019 · Twitter Web Client

**RamseyCountyLibrary** @rclreads · Nov 15  
Replying to @M\_3927  
Hi MJ,  
Thank you for letting us know. We are glad that you are okay. If you feel unsafe in any situation, please let a library staff know and they will do their best to assist you.

**MJ** @M\_3927 · Nov 15  
The library staff did speak with the individual, and he still used his "outside" voice. He was in his own world. Thank you for your response & what I should do in the future.

**Friendly Librarian** @FriendLibrarian · Nov 14

Me: Oh, this is interesting.  
Wife: What?  
M: Intro to Online Dating class.  
W: WHY ARE YOU LOOKING AT THAT?  
M: I'm just looking at what technology classes @rclreads is offering...

**Mounds View Police Department** @MoundsView\_PD · Nov 15  
Another successful New Americans Academy is in the books!!! More pics to follow!  
@CityMoundsView @rclreads @RamseyCounty @MoundsViewK12



2 Likes



**Ramsey County Library Friends** @RCLFriends · Nov 16  
 Photos are up from our Author Luncheon w/Sarah Stonich: [facebook.com/pg/rcfriends/...](https://facebook.com/pg/rcfriends/) Attendees generously donated over \$500 to expand @rclreads' large print, audio, and e-book collections. Many thanks to them and sponsors Mary & Wayne Carter and Robert & Donald Ostlund.



sarah stonich

🗨️ 🔄 ❤️ 1 📌



**Ling Becker** @ling\_becker · Nov 17  
 Pop up library at @RamseyCounty CareerForce North Saint Paul on 12/5! Check it out! @rclreads



🗨️ 🔄 ❤️ 3 📌



**Tom Schmidt** @TomSchmidt30 · Nov 19  
 Grateful 4 @rclreads & the vast # of ebooks & audiobooks they have available.

I've been able 2 further my educational interests while commuting 2 & from rotations.

Highlights:

- 1 #InShock @RanaAwdish
- 2 #TheGene @DrSidMukherjee
- 3 #Hamilton #RonChernow

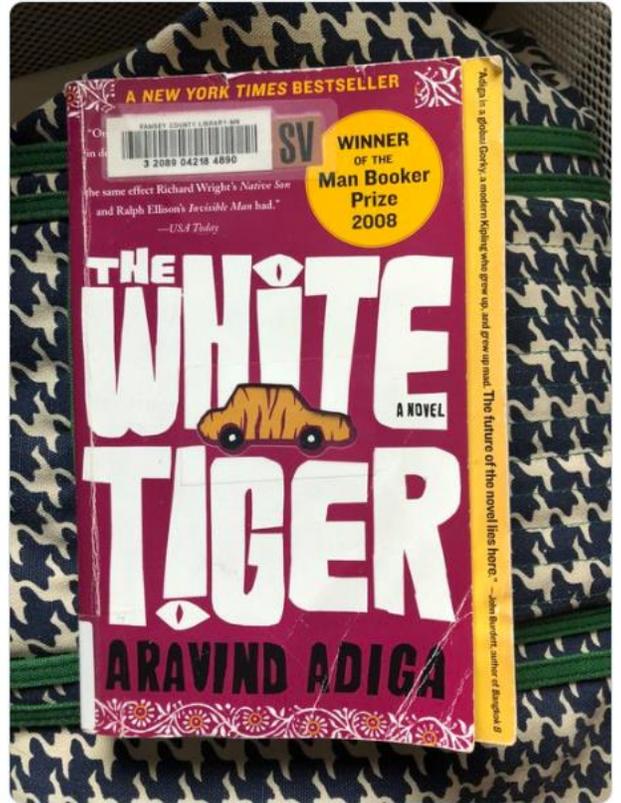
#MedStudentTwitter

🗨️ 🔄 1 ❤️ 8 📌



**Large Marge** @moej4prez

Started #TheWhiteTiger for my most recent #livetweetliterature, thanks to @rclreads. A few chapters in and already enjoying the humor of @AravindAdiga. I am learning about India as I go, too, looking up words and architecture online.



12:22 PM · Nov 20, 2019 · Twitter for iPhone

1 Retweet 2 Likes



**Large Marge** @moej4prez · Nov 24  
 Replying to @moej4prez

Finished. A touch darker than most books I have read recently, this one enjoys making you uncomfortable at times. The main character has innumerable flaws and a very distorted concept of ethics and yet is extremely proud of his ability to survive.

🗨️ 1 🔄 📌 ❤️ 1



**Large Marge** @moej4prez · Nov 24

If given the choice between a miserable existence and a more extravagant, yet ethically costly lifestyle, which would I choose? I hope I would be unlike the anti-hero here, and avoid murder and theft, but one can never predict these things...

🗨️ 1 🔄 📌 ❤️ 1



**Large Marge** @moej4prez · Nov 24

6/10: found it amusing and it raises some unique questions. I learned a bit about India and architecture. But ultimately not worth a re-read. Not for me anyway.

🗨️ 🔄 📌 ❤️ 1

**RamseyCounty** @RamseyCounty · Nov 20  
 Judge Sophia Vuelo administered the oath of office to District 1 Commissioner Nicole Joy Frethem during a swearing-in ceremony this evening at @rclreads - Shoreview.

5 retweets 23 likes

**Ramsey County Library Friends** @RCLFriends · Dec 2  
 "Trauma Awareness, Not a One Dimensional Experience" is an upcoming workshop on an important topic being hosted at @rclreads Roseville with @DoGoodRoseville and funded by the Friends of the Ramsey County Libraries. Learn more: [facebook.com/events/4555003...](https://facebook.com/events/4555003...)

1 retweet 1 like

**Saint Paul Port Authority** @SPPortAuthority · Nov 27  
 Attention #Employers:

Here's your opportunity to share feedback with @RamseyCounty #WorkforceSolutions.

#RSVP here: [ow.ly/IHV950xmmxZ](https://ow.ly/IHV950xmmxZ)

December 18, 2019 @rclreads in @MaplewoodMN

#Share with your professional networks!

**Workforce Training  
Listening Session**

New incumbent training resources available.  
**Help us learn about your  
workforce training needs as we plan our  
business services programming for 2020!**

Who: Business owners, HR professionals  
 When: December 18, 2019 from 2:30 to 4:00 p.m.  
 Where: Ramsey County Library in Maplewood  
 3025 Southlawn Dr, Maplewood, MN 55109

2 retweets 3 likes

**Simon Cooke** @SimonMagus · Dec 7  
 OK Twitter. Be real. How many of you actually went to a library in the last year?

25K retweets 2.8K replies 54.5K likes

**BookManiaLinda** @LindaWonder  
 Replying to @SimonMagus

At least once a week. For years I belonged to a book club that met there once a month (still do, but I got sick). I used to volunteer 2 days a month too. Now I devour books and movies and 2 weeks ago they held a Fix It Clinic where I rewired a lamp! @rclreads rocks!

5:04 PM · Dec 8, 2019 from Maplewood, MN · Twitter for Android

1 Like

**DiariesOfAGymnerd** @Genevieve\_Vilh · Dec 9  
 Replying to @SimonMagus

About once a week, I studied there all the time as a high school student, since I didn't have any study spaces at home. Now I take my daycare kids there and they love all of the fun spaces to play and learn @rclreads I so appreciate all that my local library has to offer

1 like

# Google:

## Ramsey County Library - North St. Paul

2300 N St Paul Dr, North St Paul, MN

4.3 ★★★★★ 14 reviews



**Ryan Menning**

Local Guide · 109 reviews · 993 photos

★★★★★ a week ago

Great, small library! Really feels like this is a neighborhood library.



## Ramsey County Library - Roseville

2180 Hamline Ave N, Roseville, MN

4.5 ★★★★★ 102 reviews

[Write a review](#)

Sort by: Newest

All coffee shop 12 study 9 teen 5 parking 4 +6



**Ying Zhu**

14 reviews

★★★★★ 17 hours ago

Nice and clean library located in Roseville. The Saturday story time is really good as I could not go to the ones during weekdays. The children's librarians are super helpful.

Like



**Arda Sancak**

4 reviews

★★★★★ a week ago



**Prince S J Webber**

Local Guide · 71 reviews · 144 photos

★★★★★ 4 weeks ago

Over 75 computer terminals, dvds, spacious two story building with scenic natural lighting panoramic views overlooking neighbors. Walk-in adjacent Dunn Brothers coffee shop. There's a place for everyone to cosey up to book or enjoy the view or take a leisurely walk for exercise. Plenty to do and see. Enormous parking. Handicapped area for at least twenty five yards out front. Come see right across the street from Roseville Professional building on County Road B and Hamline off Hwy 36 exit.



## Ramsey County Library - White Bear Lake

2150 2nd St, White Bear Lake, MN

4.5 ★★★★★ 25 reviews

[Write a review](#)

Sort by: Newest



**Molly M**

Local Guide · 46 reviews · 496 photos

★★★★★ 3 weeks ago

Nice library-has a Seed Library section as well. Comfortable with a gas fireplace in the reading area. Spacious parking area.

