



# Red Wing Public Library Long Range Plan

2019 – 2028

The Red Wing Public Library's patron-driven 2019-2028 Long Range Plan is strategic, relevant, and forward-thinking. Based on current use, demographics, input from the community, staff experience and research, we better understand how our patrons use the library and what they want from us. We also have developed a better understanding of how our community views the library and the needed steps to create new relationships and maintain our current bond with the community. As a staff we will take inspiration from the words of Caitlin Moran:

"A library in the middle of a community is a cross between an emergency exit, a life-raft and a festival. They are cathedrals of the mind; hospitals of the soul; theme parks of the imagination. On a cold rainy island, they are the only sheltered public spaces where you are not a consumer, but a citizen instead"

We will continue to provide high-quality library services through print and electronic collections, research assistance, accessible technology and successful and relevant programs for children, youth and adults.

## **Library Mission Statement**

The Red Wing Public Library is committed to providing for the lifelong learning and information service needs of the community.

## **Motto**

## Growing Lifelong Learners

### **Vision Statement**

To be a major contributor to the intellectual growth, cultural vibrancy, recreational opportunities, and economic well-being of a democratic community

### **Core Values - We Care**

Welcoming Environment

Committed to Intellectual Freedom

Access for all

Remain inclusive

Exceptional library service

- **Welcoming Environment** – We are committed to being safe and welcoming. Our policies and practices ensure safety for the public and the staff, provide exceptional patron service, and provide a comfortable, inclusive and non-judgmental place to gather, interact and discover.
- **Committed to Intellectual Freedom** – We are committed to intellectual freedom and the need for the library collection to represent many points of view. Individuals are responsible for making their own choices regarding appropriateness of materials, and parents/guardians are responsible for the choices made for their children.
- **Access for All** – We serve all users fairly and equitably, and are committed to removing physical obstacles for all potential library users. We are committed to providing basic library services at no charge, though some optional services may carry a fee.
- **Remain Inclusive** – We honor diversity and inclusion. We seek to represent all people in our collections, programs, services, workforce and other areas.

- Exceptional Library Service –We are committed to providing prompt, objective, confidential, and knowledgeable responses to requests for assistance.

**We live out these values by following the *Four Cs*:**

- We champion **collaboration** internally and by working together with community partners to meet goals and develop positive relationships, while maintaining open communication.
- We embrace **creativity** by being innovative; open to new ideas, and willing to try new things.
- We engage in the **community** by harnessing community talents and resources and supporting opportunities for individuals to connect through our welcoming space and programs.
- We **care** about each other, our patrons, the community and what we do.

**Long Range Plan Component Definitions:**

- Mission Statement: A concise declaration of purpose of an organization
- Motto: A short sentence or phrase chosen as encapsulating the beliefs or ideals guiding an institution.
- Vision Statement: A brief statement that defines where the organization wants to be in the future.
- Core Values: The values that define, inform, and guide an organization. They are the underpinning of the organization's ethos.
- Goals: Broad statements describing desirable end results toward which an organization will work over the long term.

- Objectives: Specific measurable statements of results to be achieved to implement a goal.
- Action plan: A statement of the steps that need to be taken to achieve a particular objective.

### Goals & Objectives:

#### **Goal #1: Maintain and enhance our collections with an emphasis on reading materials and research services.**

The core of our mission is providing information to people through broad and deep collections that are representative of a wide-range of thought, beliefs and knowledge in various subjects. We provide professional information activities by staff through the internet, phone, in libraries and emerging technologies. We will:

- **Develop Collections** to provide current items that are in high demand and to collect a variety of materials in multiple formats.
  - Annually monitor circulation and interlibrary loan (“ILL”) reports for user trends.
  - 2020 – Provide public with information about ILL cost perspective.
  - 2020 – Use current events to develop collection. Especially materials regarding diversity, inclusivity and implicit bias. There has been an increase in this type of material being published and excellent resources to assist librarians to develop their collections. Provide lists of new titles and new authors.
  - 2021 – Using funds from the lost item payment from City Council we have increased funding for e-books and e-audiobooks.

- **Provide Reference Services** to assist in accessing resources and services.
  - Conduct sampling of reference assistance quarterly.
  - 2019 – We put in place sampling of reference services for the 2019 annual report. We will conduct this sampling 3 times in 2019. Based on this sampling we had 17,836 reference questions.
  - 2020 – We will have sampling put in place for quarterly statistics in 2020. We will conduct the sampling in March, June, September and December. – March 2020 was completed, but because of COVID we have not been sampling reference questions. A sampling would not accurately represent our reference statistics.
  - 2021 – We will complete sampling for quarterly statistics in 2021. Sampling will be conducted in March, June, September and December.
- **Maximize Lending** and use of the collection.
  - Work to identify organizations that could benefit from the use of an organization library account. (The Goodhue County Historical Society is an example of an organization that could benefit from this.)
  - 2019 – We developed the rules and forms for this type of library account in 2019.
  - 2019 – We have implemented this card for a few organizations and we are working to add additional organizations.
  - 2019 – Kindles received extensive marketing in 2019. We also purchased much sought after titles to get more people introduced to them.
  - 2020 – We will continue to add organizational library cards.
  - 2020 – Worked with City Council members Erin Buss and Laurel Stinson to offer a fine waiver event. \$232 in fines was waived.
  - 2020 – Additional funding was added to Overdrive to support reading during COVID.

- 2020 – We began offering the Instant Digital Card. This gives borrowers access to OverDrive via a local cell phone number.
  - 2020 – Staff began adding lists of new materials by genre to the library website.
  - 2020 – In response to COVID and the need for curbside pickup the staff began marketing new materials and providing recommendations through marketing materials.
  - 2020 – The City Council paid for lost items on Red Wing accounts and the Library Board voted to waive fines/fees. This gave all patrons a clean start.
  - 2020- Curbside pickup was implemented in response to COVID. This has been an extremely popular service and we will monitor to see if it is a service that we might want to continue after the pandemic in some capacity.
  - 2021 – The Library Board voted to change the library to a “Fine Free” library in November 2020. The library went “Fine Free” on January 1, 2021.
  - Work to identify organizations that could benefit from the use of a deposit collection, such as we currently provide for Potter Ridge.
- **Maximize Public Service Hours** to provide the highest level of access to services possible
    - Discuss extended hours and investigate possible changes to the library’s current schedule.
    - 2019 – In September of 2019 we began opening at 9 AM. We worked to prepare staffing and make sure that other work was not negatively impacted by this change. It was determined that the implementation of the earlier hours had a positive impact on the library and the Library

Board voted in November of 2019 to make the 9 AM opening hour permanent. After this all of the signs were updated permanently with the change.

- 2020 – Unfortunately, due to COVID we are working on limited hours to keep the library a healthy environment for the community and the staff.
- 2020/2021 – We will continue to monitor the COVID situation and return to our regular opening hours as soon as possible with consideration to following the Governor’s orders and monitoring the COVID situation.

## **Goal #2: Provide 21<sup>st</sup> century literacies**

Today’s society requires enhanced skills to thrive in an increasingly information based culture. Supportive programming that targets early childhood, financial, health, and social/cultural literacies will better equip children and adult learners with the tools they need to succeed. We will:

- **Prioritize Early Literacy Services** to develop lifelong readers and prepare children for school. The library provides programs, services and space designed to ensure children will enter school prepared to learn to read and continue being successful readers throughout their lives.
  - 2019 – Megan Seeland and Cyd Mark worked with other community organizations to bring programing to Pepin Woods.
  - 2019 – Megan Seeland and Cyd Mark worked with Head Start throughout the year which culminated with a program in the spring to kick off summer reading.
  - Megan Seeland and Cyd Mark attended the Jim Gill Early Literacy Music Workshop at the Zumbrota Public Library on Saturday, February 9, 2019.
  - Added additional staff and reduced Megan and Cyd’s desk time.

- 2020 – Megan Seeland and Cyd Mark participated in a webinar about conducting Virtual Story Times
- 2020 – Kanopy Kids added as an online resource. Kanopy Kids features a collection of films and TV series that inspire and inform, helping children develop social emotional skills and reinforcing valuable learning topics, such as history, science, and new languages.
- 2020 – Megan Seeland investigated online programs for summer reading. She recommended the purchase of Beanstack. Beanstack was purchased and implemented for juvenile, teen and adult summer reading.
- 2020 – Staff participated with the MN Reads program. Staff read chapters of Because of Winn-Dixie by Kate DiCamillo and posted the chapters online for people to listen to a reading of the story.
- 2021 – Brainfuse went live in January 2021. Brainfuse is the latest addition to our online learning services. Brainfuse offers cardholders of all ages and levels free access to live, online tutoring, job help, and career and other skill building resources.
- 2021- Continue to explore Beanstack and other ways that it can be implemented to encourage reading for all age levels.
- **Strengthen School Age Services** to encourage reading through innovative and exciting programming for school age children.
  - Identify needs and develop or strengthen school age services to target those needs.
  - 2019 - Megan Seeland and Cyd Mark went to Pepin Woods on Fridays for story time.
  - 2020 – Megan Seeland investigated online programs for summer reading. She recommended the purchase of Beanstack. Beanstack was purchased



and implemented for juvenile, teen and adult summer reading and for a winter reading program in December of 2020.

- 2020 – Staff participated with the MN Reads program. Staff read chapters of *Because of Winn-Dixie* by Kate DiCamillo and posted the chapters online for people to listen to a reading of the story.
- 2020 - 2020 – Kanopy Kids added as an online resource. Kanopy Kids features a collection of films and TV series that inspire and inform, helping children develop social emotional skills and reinforcing valuable learning topics, such as history, science, and new languages.
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- 2021- Continue to explore Beanstack and other ways that it can be implemented to encourage reading for all age levels.
- **Reduce Cultural and Language Barriers** to accessing library services.
  - 2020 - Maintain funding for the Spanish language collection. Look at needs in the Spanish language collection and make budget changes as needed.
  - Increase staff Spanish language fluency either through a new hire or training current staff using available resources.
  - 2020 – Olivia Olson completed the MANGO language class for Spanish.
  - 2020 - Megan Seeland, Randy Decker and Cyd Mark are continuing to work on learning the Spanish language through Mango.
  - Meet formally with Hispanic Outreach to discuss what services the community would like the library to develop.

- 2019 – Megan Seeland is working with Hispanic Outreach to participate in special events and festivals.
- 2021 – Meet with Hispanic Outreach to talk about the Brainfuse package. Susan Richardson presented information to the Hispanic Outreach board and we hope to have Randy Decker connect with them to further increase their understanding of the program.
- Partner with Adult Basic Education to provide ESL classes.
- Have staff participate in cultural sensitivity training.
- 2019 - We are working with Michelle Liese to identify someone to instruct a cultural sensitivity training. The city is looking at a city wide training. If they do not move forward with their plans, we will implement our own training.
- In 2019 the following staff members attended training through the Government Alliance for Racial Equity. (Jessica McGee, Janet Brandt, Amy Smith, Randy Decker, Olivia Olson, Deb Marty, Gene Grave, Kari Gadiant, Karen Bodin, and Cyd Mark.) We still need to make arrangements for Megan Seeland, Joyce Koerner and Jessie Berg to attend training.
- 2019 – Currently Randy Decker and Megan Seeland have some Spanish skills. Randy has excellent Spanish language skills. Staff currently uses google translate if additional assistance is needed.
- 2020 – Kanopy offers language courses for adults and juveniles. In the children’s section they offer Little Pim (which is the children’s version of Mango Languages) and Muzzy (which is a BBC sponsored language course.)
- All staff completed *Cultural Intelligence: A PLA Webinar Series*. This program consisted of two webinars.

- *Part 1: Building CQ: Fostering Our Cultural Intelligence*
  - *Part 2: Applying CQ: Shaping Culturally Intelligent Libraries*
- 2021 – All staff members are being encouraged to complete the Mango Languages Latin American Spanish course. This includes a specialty course for librarians.
- 2021 – Meet with Hispanic Outreach to discuss the services and resources that the library has that could benefit the Hispanic community in Red Wing. Ask Hispanic Outreach to assist us in marketing of resources available and identifying other resources that are needed.
- **Provide Information Literacy Skills** so patrons can search for, locate, evaluate and effectively use information to resolve an issue or answer a question.
  - Make relevant information available to patrons through a variety of channels and formats.
  - Bring in experts annually to speak at the library.
- **Provide Financial Literacy Resources** to give people the knowledge and tools to make informed and sound financial decisions.
  - Make relevant information available to patrons through a variety of channels and formats.
  - Bring in experts annually to speak at the library.
  - 2019 – We worked to find someone with the credentials to complete this task.
  - 2020 – We have cancelled all on-site programs through the end of the year.
  - 2021 – The library is signed up to participate in the Money Smart Week. Money Smart Week is a national education initiative coordinated by the

Federal Reserve Bank of Chicago and delivered by a network of supporters. This event is traditionally held in April.

- **Provide Health Literacy Resources** to empower people in their personal health management.
  - Make relevant information available to patrons through a variety of channels and formats.
  - Bring in experts annually to speak at the library.
  - 2019 – The Needles and Pills Program brought Professor Mark Thomas to the library. He presented on the most current findings from neuroscience to explain what is going on inside the addicted brain. This discussion explored the causes and effects of methamphetamine abuse.
  - 2020 – We have cancelled all on-site programs through the end of the year.
  - 2021 – Book a medical professional to present a program on the proper way to fall to avoid injury. Arrange to have a Mayo Clinic Representative present at the library. We are looking at specific programs dealing with the proper way to fall and dealing with dementia.
- **Promote Online Learning through Library Resources** to support the improvement of school outcomes through increased library use by school age users and adult learners.
  - 2019 – The library board will work to develop this program. We would need to compile a list of people and days they are able to present.
  - 2020 – Complete a library brochure to be used for these meetings.
  - 2020 – Kanopy was introduced to the community. This includes Great Courses which offer a variety of online learning opportunities.
  - 2020 – Additional funding was put into OverDrive for books.
  - 2020 – Additional funding was put into OverDrive for magazines.

- 2020 – Megan Seeland investigated online programs for summer reading. She recommended the purchase of Beanstack. Beanstack was purchased and implemented for juvenile, teen and adult summer reading.
- 2021 – Brainfuse went live in January 2021. Brainfuse is the latest addition to our online learning services. Brainfuse offers cardholders of all ages and levels free access to live, online tutoring, job help, and career and other skill building resources.
- 2021 - Continue funding current online resources and look for additional resources to support our community.

**Goal #3: Provide sufficient access to technology resources and work towards digital inclusion.**

Red Wing Public Library provides computer skills education and access to digital resources. An increasingly digitized world requires new knowledge, practice and access to technology. The library is positioned to provide a broad spectrum of hardware and software support for increasing digital literacies. It is also ideally positioned to develop digital literacy skills that are critical for today's society. We will:

- **Promote Digital Inclusion** to ensure that our community is aware of and has access to the wealth of information available through the internet.
  - Discuss possible changes to the current computer use policy at the library to reduce barriers to computer access.
  - 2019 – We updated a procedure to allow long-term transient residents a restricted borrower's card for computer access.
  - 2019 – Worked with the FOL to fund Mobile Hotspots. The program went live in December of 2019.

- 2020 – In 2020 we will evaluate the Mobile Hotspots program and work to develop the program as needed. Unfortunately, this program was originally funded by the FOL. The FOL has not met since March and fundraising is currently at a stand-still.
- 2020 – Increased the Wi-Fi range and updated closing policy to make sure that the Wi-Fi access is available 24/7.
- 2020 – Added six Chromebooks for circulation and added hotspots to circulate with the Chromebooks.
- 2021 – We will increase the number of Wi-Fi hotspots. There will be 10 that circulate as stand-alone devices and 10 that circulate with Chromebooks.
- 2021 – We will continue to monitor the need for additional Wi-Fi hotspots and bring that to the City Council if more funding is needed.
- **Continue Technology Assistance** to provide equal opportunities for basic computer skills.
  - Continue to partner with Adult Basic Education to provide quality computer classes.
  - Staff will continue to provide one on one tutoring for patrons
- **Invest in Infrastructure** to ensure robust and technology-rich library environments.
  - 2019 – Purchased a new printer that allows for printing through Wi-Fi.
  - 2020 – A new lease brought new copiers for the front and back of the library. The copiers have many new features to improve the services offered to the community and to streamline processes for the staff.
  - 2021 – Purchase a document camera for large story time events or to space out story time participants in the wake of the COVID pandemic.

- **Initiate Technology Programming** to engage adolescents, teens and adults in technology based learning opportunities.
  - 2019 - Randy Decker began investigating avenues and partnerships to develop new technology programming.

**Goal #4: Engage the community and work with local leaders to support the library's mission.**

The Red Wing Public Library will work to bring services to neighborhoods by engaging with residents, neighbors and the community. The library will establish itself as a community stakeholder and knowledge bank for community initiatives. We will:

- **Support Community Engagement Activities and Board Participation** to establish the Red Wing Public Library as a valued resource.
  - Continue to participate in the Red Wing 2040 planning process and future community engagement activities.
  - 2019 – Randy Decker and Jessica McGee continued to represent the library on 2040 committees.
  - 2019 – Jessica McGee is continuing to participate in the Government Alliance for Racial Equity.
  - 2020 – Jessica McGee is on the Red Wing Complete Count committee. This is like minded organizations working together to get a complete count of our community for the 2020 Census.
  - 2021 – Jessica McGee is a member of the City Council Ad Hoc Committee on Social Justice.
- **Connect the Community** by introducing patrons to a wide variety of resources and activities provided by agencies, organizations and individuals throughout the community.

- Work in cooperation with other organizations to develop self-serve methods of delivering community information.
- Invite speakers to speak during staff meetings to educate staff about resources available to the community.
- 2019 – Presentation by Officer Tony Grosso on Active Assailant Training
- 2019 – AED/CPR Training on June 17<sup>th</sup> with the Fire Department
- 2019 – Kay Kuhlmann discussed with staff the city’s Strategic Plan
- 2019 – Assistant Fire Chief Mike Warner did a presentation on NARCAN and conducted training on the administration of NARCAN.
- 2019 – City staff, Library Board members and library staff made recommended reading lists that were shared with the public and part of a reading incentive competition.
- 2020 – Worked with the City Council and other community organizations to promote reading in the month of February. This included a competition featuring reading recommendations from City Council members, special story time events, fine waivers, book giveaways and events.
- 2020 – Assisted Michelle Leise and the Human Rights Commission with the distribution of the HRC’s community read book. Assisted with the purchase of copies of *Waking Up White: and finding myself in the story of race* by Debby Irving.
- Megan Seeland worked with Park Naturalist Erin Augustin and other stakeholders on the Ready. Set. Red Wing campaign.
- Megan Seeland worked with Park Naturalist Erin Augustin to conduct story walks in John Rich Park.
- 2020 – Staff participated in the MN Reads program. Staff read chapters of *Because of Winn-Dixie* by Kate DiCamillo and posted the chapters online for people to listen to a reading of the story.



- 2021 - Staff is working with Park Naturalist Erin Augustin to incorporate outdoor Explorer Packs to the collection. Families will be able to check out the Explorer Packs and use the contents to have outdoor adventures.
- **Develop a Volunteer Corps** to expand the capacity of staff and strengthen community support.
  - Work towards creating a group of volunteers that can advocate for the library and share information on the library's resources, services and programs.
    - 2020 – Dawn Erickson, Susan Richardson, Erin Augustin and Jessica Anderson participated in the 2020 Virtual MLA.
    - 2020 – The Library Board worked on a library brochure for use by the Volunteer Corps.
    - 2021 – Library Board will meet to brainstorm ideas regarding the Volunteer Corps. This would include looking at organizations they are members of and if they could present information on the library to that organization.
- **Increase Library Usage** through partnership development to build awareness of library services and meet the needs of the community.
  - Work to market the library to new community members, businesses and organizations to increase awareness of the library.
  - 2021 – Research and implement new marketing ideas and programs for people between the ages of 16 and 25.
    - **Please see addendum #1.**
  - Improve online library resources and introduce those resources to the user community.

- 2020 – Kanopy service introduced. Offering access to movies, Great Courses and education programming for children.
- 2020 – Magazines were introduced through OverDrive.
- 2021 – Brainfuse went live in January 2021. Brainfuse is the latest addition to our online learning services. Brainfuse offers cardholders of all ages and levels free access to live, online tutoring, job help, and career and other skill building resources.
- **Offer Cultural and Educational Programs** to provide individuals with social opportunities.
  - Explore ways to provide, in cooperation with other community organizations and individuals, library services to underserved populations (e.g., a reading discussion group for the visually impaired or for persons with dementia and their families)
  - 2019 – Brought in a new presenter as part of the Summer Reading Program. The Bakken Museum did a large group presentation and two additional workshops.
  - 2020 – Laura MacKenzie presented a Celtic Yuletide Musical program in December 2020.
  - 2021 – Laura MacKenzie presented fascinating program featuring music from the hit TV series "Outlander" as well as traditional Scottish Gaelic music.
  - 2021 – Marcie Rendon, enrolled member of the White Earth Nation, is a playwright, poet, and freelance writer. She was previously scheduled to speak in November of 2020.
  - 2021 – Contact the Prairie Island Indian Community to see if they could provide an educational program or contacts for an educational program.

**Goal #5: Recognize staff contributions and provide avenues for professional development.**

We will work to provide our staff with the resources and education that they need to fulfill the mission of the Red Wing Public Library and to give them the means to provide quality resources, services and programs to the Red Wing community.

- **Develop an Environment that Ensures that the Work-Life Balance** of our employees is allowing our staff to maintain a healthy and balanced life.
  - Work towards increasing the staff with one 22 hour a week position and then continue to monitor the need for staffing changes, whether in terms of staff numbers or staff responsibilities and duties.
  - 2020 – Staff developed plans and policies to ensure that staff and visitors would remain as safe and healthy as possible. This included implementing new services, reorganizing the library, and instituting a cleaning routine.
- **Increase awareness and opportunity for professional development** so that the staff maintain and enhance their skills.
  - Make sure staff are aware of new opportunities and encouraged to participate in them as appropriate.
    - **Please see addendum #2**
- **Encourage staff to bring forth new ideas for services, resources and programs** in order for the staff to provide the Red Wing community with a positive library experience.
  - Continue to invite ideas from the staff through monthly staff meetings and an internal open door policy.
    - 2020 – New staff meeting structure was implemented because of earlier opening hours, though COVID has made it so that we can

schedule regular meetings for the full staff during hours that the library is closed to the public.

### **Addendum #1**

- **Increase Library Usage** through partnership development to build awareness of library services and meet the needs of the community.
  - Work to market the library to new community members, businesses and organizations to increase awareness of the library.
  - On January 30 the *Republic Eagle* printed a story titled *Make Good Use of Your Library*. This was an editorial that gave encouragement to making use of our local library.
  - We advertised many programs and events through Community Education. In each of the Community Education brochures there is a section reserved for the library.
  - The March 7, 2019 City beat discussed the Glen A. Hoepner Memorial donation.
  - On March 9, 2019 there was an article in the Red Wing Republican Eagle titled *Boost Your Book Minutes*. This was an article about increasing the amount of time you can read, but did discuss the library as well.
  - On March 11, 2019 Steve Gardiner printed an article titled *Leisure reading at an all-time low, but area libraries defy the national trend*.
  - On March 13, 2019 the *Red Wing Republican Eagle* printed a story about our James Bowey program titled *Bowey Encourages Empathy, Community Conversation*.
  - In the March 15, 2019 City Beat the donation of the “Red Wing Vista” tapestry was discussed along with the plan to move it to the Foot Room of the library.
  - On March 16, 2019 the Goodhue County Historical Society did a Looking Back article on the Red Wing Public Library.
  - Ruth Nerhaugen did an article titled *Many Steps Before Library Book Goes on the Shelf* which was a look at the process of getting a book out to the public.

- On March 27, 2019 Ruth Nerhaugen did an article about Technical Services Librarian Janet Brandt titled *Janet Brandt: Love of Books Inspired a Career*. It was a wonderful article about Janet and her long career here at the Red Wing Public Library. Janet will be retiring on April 5, 2020 after 40 years of employment with the City of Red Wing.
- On April 23, 2019 Megan Seeland presented about librarianship as a career choice to the Fusion afterschool program.
- On May 2, 2019 Randy Decker presented to the Noontime Kiwanis.
- On Tuesday, May 28, 2019, Cyd Mark and Megan Seeland planned and assisted with the Sunnyside/Burnside Title 1 Family Fun Night. This included a library scavenger hunt and promotion of Summer Reading.
- Megan Seeland visited Sunnyside classrooms on May 28<sup>th</sup> and 29<sup>th</sup> to promote the Summer Reading program.
- Megan Seeland and Cyd Mark hosted 6 preschool field trips in April, including trips from Sunshine Corner, Adventures in Learning and His Kids.
- On May 31 in City Beat we advertised with an article titled *Read Your Way Through Summer*.
- On June 8, 2019 the *Red Wing Republican Eagle* printed an article titled *School's Out: Library Events Are In* by Rachel Fergus. This article gave an overview of the program and listed the dates for summer events.
- On June 13, 2019 Karen Bodin was invited to speak to the Charlson Crest Ladies Coffee Group. She discussed what was new at the library, adult summer reading, kindles and upcoming author visits.
- Summer Blast is a collaborative community program designed for kids in grades 2-8 coordinated by the Red Wing Public Schools and the YMCA, similar to summer recreation run by the Y. The program is designed to provide summer recreation and educational opportunities for children who otherwise would not be able to engage in such programs due to socioeconomic barriers. Pepin Woods is a site for the free summer lunch program and has a large number of children in its population who frequently do not have access to the transportation needed to attend the library or other summer programs in our community, making it a good location for programming to be offered. The schools and the Y provided staff and programming from 9:00 AM to 1:00 PM., Monday – Friday. This summer program ran from Monday, June 17 – Friday, August 2<sup>nd</sup>. Megan Seeland and Cyd Mark provided summer programming on Fridays. They often brought special guests with them to make the day more enjoyable.
- In the June 27<sup>th</sup> City Beat there was an advertisement for the ribbon cutting event for the tapestry. It was titled *Red Wing Vista Comes Home*

- In the August 2019 issue of *Today Magazine* they did an article on Public Services Librarian Randy Decker.
- On the Red Wing City Web they did an article titled *25 Years with the Library* about Library Clerk I Jessie Berg.
- City Beat on August 30 featured an article titled *Reading Through the Summer*.
- In the August 30, 2019 City Beat there was an article titled *All in a Day's Work* about Children's Library Assistant Cyd Mark.
- Randy Decker did a City 101 for the City Beat and for online marketing about the change in library hours.
- Megan Seeland represented the library at the 20<sup>th</sup> Annual Children's Book Festival at the Anderson Center on Saturday, September 14<sup>th</sup>.
- Brian Todd did an article for the Post Bulletin on September 16, 2019 titled *Silent Auction to Raise Funds for Red Wing Library*.
- Ruth Nerhaugen wrote a wonderful article on the Harvest Tea for the *Red Wing Republican Eagle* titled *Harvest Tea planned Oct. 17 in Sky Room*.
- The October edition of *Today Magazine* featured an article by Bard Betcher about the Harvest Tea fundraiser. The article was titled *October Harvest Tea: Fundraiser will advance technology at the Red Wing Library*.
- On November 1, 2019 the City Beat featured a notice titled *For Those Who Love the Bluffs*. This advertised a speaking engagement by local historian Fredrick Johnson and the Memorial Park Overlook Open House.
- On November 14, 2019 Randy Decker gave a presentation on Library Services and Resources to the Golden Kiwanis Club.
- The library staff frequently posts on Facebook and updates our website with articles and reviews. The library staff posted 54 blogs/book reviews in 2019. 55 Facebook posts were placed on the library's Facebook page in 2019.
- The Library Newsletter was established in December of 2013. It is available electronically through the library website, the city of Red Wing website and for pickup at the circulation desk of the library. In 2016 we implemented the ability to sign up to have the library's news letter sent to you via email at the start of each month. We currently have 100 people signed up to receive the newsletter electronically. This is also available in a paper format at the desk.
- The library staff has participated in interviews conducted for Channel 6 and prepared a PowerPoint of events and services offered at the library which is updated monthly on channel 6.
- 2020- Article on events at the library in the 2020 Winter/Spring Community Education booklet.

- 2020 – January 31, 2020 – *City Beat*: *Magic at the Library* article
- 2020 – January 31, 2020 – City 101: *Mobile Hotspots*
- 2020 – February 2, 2020 – *Republican Eagle* article titled *Checkout the Internet, Literally*
- 2020 – February 5, 2020 – The Blandin Foundation posted an article titled *Red Wing Public Library Now Lending Hotspots.*
- 2020 – February 8, 2020 – *Republican Eagle* article titled *It's Red Wing Reads Month at the Library.*
- 2020 – February 14, 2020 – City 101: *Introducing Kanopy*
- 2020 – February 14, 2020 – *City Beat*: article *Super Saturday at the Library*
- 2020 – February 26, 2020 – *Republican Eagle* article titled *Uncovering a Nearly Forgotten Past.*
- 2020 – March 13, 2020 – *City Beat* article titled *You're Invited to Complete the Census.*
- 2020 – March 18, 2020 – *Republican Eagle* article titled *50 Years Ago, 1970.*
- 2020 – March 20, 2020 – *City Beat* article titled *Enjoy the Library from Home.*
- 2020 – April 3, 2020 – *City Beat* article titled *No Library Card? No problem!*
- 2020 – April 16, 2020 – *City Beat* article titled *Virtual Magic School.*
- 2020 – April 16, 2020 – *City Beat* article titled *A New Kind of Donation at the Library.*
- 2020 – May 1, 2020 – *City Beat* article titled *1 Library + 1 Book = 2 Big Announcements.*
- 2020 - May 12, 2020 – City of Red Wing intranet article titled *40 Years with the Library.*
- 2020 – June 6, 2020 – *Republican Eagle* article titled *Putting the Public Back into Public Library.*
- 2020 – June 12, 2020 – *City Beat* article titled *Community Book Read.*
- 2020 – June 16, 2020 – City of Red Wing announces browsing by appointment at the library.
- 2020 – June 20, 2020 – *Republican Eagle* article titled *Virtual Summer Reading Program Coming to Red Wing Library* by Rachel Hauschildt.
- 2020 – July 23, 2020 – City 101 titled *Beanstack*
- 2020 – July 31, 2020 – *City Beat* a City 101 titled: *Wait, I Can Wing Prizes for Reading.*
- 2020 – October 29, 2020 – *City Beat* *All in a Day's Work: Helen Korbel.*
- 2020 – December 15, 2020 – *City Beat* article *Library Goes Fine Free*
- 2020 – December 16, 2020 – *Republican Eagle* article titled *Here's What It Means for Red Wing Public Library Going Fine Free* by Rachel Fergus.
- 2020 – December 19, 2020 – Letter to the Editor of the *Republican Eagle.*

- 2020 – December 22, 2020 – *Republican Eagle* article titled *Local Residents Given Clean Slate at Red Wing Library* by Rachel Fergus.
- 2021 – City 101 – *Library Cards: Your Key to the Public Library* promotion went live on January 4, 2021.

## **Addendum #2**

- **Increase awareness and opportunity for professional development** so that the staff maintains and enhances their skills.
  - Make sure staff are aware of new opportunities and encouraged to participate in them as appropriate.
  - **Please see addendum**
  - 2019 – HR lowered the weekly part time hours necessary for educational reimbursement.
  - 2019 - Karen Bodin and Kari Gadiant attended Google Suites Elements training at SELCO on January 15, 2019.
  - 2019 - Megan Seeland and Cyd Mark attended the Jim Gill Early Literacy Music Workshop at the Zumbrota Public Library on Saturday, February 9, 2019.
  - 2019 -Olivia Olson completed Horizon Basics Training on Wednesday, April 24, 2019.
  - 2019 - On July 23, 2019 Karen Bodin attended a book repair class.
  - 2019 - On July 25, 2019 Karen Bodin completed a webinar titled Effective Library Signage.



- 2019 - On September 16, 2019 Amy Smith had training for new enhancements for Springbrook.
- 2019 - On September 23, 2019 Kari Gadiant attended G.A.R.E. training.
- 2019 - On September 26, 2019 Kari completed Understanding Horizon Settings training.
- 2019 - On October 25, 2019 Randy Decker, Cyd Mark, Deb Marty, Olivia Olson, Karen Bodin and Gene Grave attended the All Are Welcome Workshop in Austin, MN. This workshop was conducted by the Government Alliance for Racial Equity.
- 2019 - Amy Smith completed Public Libraries Partner to Respond to the Opioid Epidemic webinar through WebJunction on October 30, 2019.
- 2019 - On November 5, 2019 Kari Gadiant traveled to Rochester to attend the Helping Those Dealing with Homelessness workshop.
- 2019 - On November 7, 2019 Amy Smith and Jessica McGee attended the City of Red Wing EOC Training.
- 2019 - Janet Brandt attended the Minitex Technical Services Symposium: Diversity, Equity, and Inclusion in Technical Services on November 14, 2019.
- 2020 – Jessica McGee and Kari Gadiant attended the 2020 PLA Conference in Nashville, TN.
- 2020 - Ryan Dowd’s Homelessness Training for Librarians will be completed by all library staff members. (It has been completed by Randy Decker, Kari Gadiant, Olivia Olson, Deb Marty, Cyd Mark, Joyce Koerner, and Gene Grave.)
- Olivia Olson completed ABLE 5 Introduction to Technical Services and Catalog Records Webinar
- Olivia Olson completed Baker & Taylor’s Introduction to Title Source 360

- Olivia Olson completed Baker & Taylor’s Cart Sharing webinar
- Olivia Olson completed the Add Items – Horizon and Cataloging Fundamentals Webinar
- Olivia Olson completed the ABLE 8 Introduction to MARC System Webinar
- Olivia Olson completed the Book Repair Basics for Libraries Webinar
- Deb Marty completed Troubleshooting Common PC Issues for Users
- Deb Marty completed Google Forms Essential Training
- Kari Gadiant completed TS360 Introduction and Searching and Filtering Training from Baker & Taylor on March 30, 2020
- Kari Gadiant completed the Baker & Taylor Shared Carts webinar on March, 31, 2020
- Kari Gadiant completed the SELCO Cataloging Training webinar on April 1, 2020
- Kari Gadiant completed OCLC Connexion Client Training on April 3, 2020
- Kari Gadiant completed the Materials Handling Workflow Webinar on April 6, 2020
- Kari Gadiant completed the LLAMA webinar on Effective Feedback on April 16, 2020
- Kari Gadiant attended the May Day Emergency Preparedness: Write (or Re-Write) Your Disaster Plan I – 1<sup>st</sup> session on May 1, 2020
- Kari Gadiant took the Disaster Plan webinar on Webjunction on May 2, 2020
- All staff completed *Cultural Intelligence: A PLA Webinar Series*. This program consisted of two webinars.
  - *Part 1: Building CQ: Fostering Our Cultural Intelligence*
  - *Part 2: Applying CQ: Shaping Culturally Intelligent Libraries*

- Jessica McGee and Kari Gadiant completed *Doing the Work Externally and Internally: Race, Equity, Diversity and Inclusion*. Randy Decker and Megan Seeland will be completing this course as well.
- Jessica McGee completed *We Know Equity, Diversity, and Inclusion are Important...Now What?*
- Jessica McGee completed the webinar *Implicit Bias in the Library Workplace*. All staff will be completing this course.
- Jessica McGee completed the webinar *Violence Prevention in the Public Library* presented by Dr. Kenneth Wolf.
- Jessica McGee completed the webinar *Advancing Racial Equity in Your Library* presented by Gordon F. Goodwin and Andrew Harbison.
- Amy Smith, Karen Bodin, Jessica McGee, Kari Gadiant and Olivia Olson attended the *Diversity, Equity and Inclusion for Everyone: Change Begins with Listening* webinar on October 7, 2020.
- Karen Bodin attended the webinar *Morning Book Buzz with Penguin Random House Library Marketing* on October 7, 2020.
- Olivia Olson completed a *Cataloging Fundamentals* class through SELCO's Niche Academy.
- Amy Smith, Karen Bodin, Matthew Thornton, Olivia Olson, Kari Gadiant, and Jessica McGee attended the *Dementia & Alzheimer's: Compassionately and Effectively Working with People with Dementia* on October 15, 2020.
- Kari Gadiant attended the *Traumatic Brain Injury: Invisible Cause of Homelessness* webinar on October 19, 2020.
- Jessica McGee, Amy Smith, Karen Bodin, Olivia Olson and Kari Gadiant attended the webinar *Inclusion: It Doesn't Happen by Accident* on October 28, 2020.

- Cyd Mark, Amy Smith, Jessie Berg, Joyce Koerner, Olivia Olson, Megan Seeland, Helen Korbel and Karen Bodin attended the *Women & Well-being* webinar through Mayo Clinic Health Systems on October 29, 2020.
- Helen Korbel and Matthew Thornton attended the webinar *Dealing with Hostile and Potentially Dangerous Library Users* on October 29, 2020.
- Amy Smith, Kari Gadiant and Karen Bodin attended a webinar titled *Ornery Teenagers* which was presented by Ryan Dowd on November 19, 2020.
- Amy Smith completed a webinar titled *Overdrive: Promoting Your Digital Library During the COVID-19 Pandemic and Beyond* on November 19, 2020.
- Amy Smith attended the MN Association of Library Friends webinar titled *Friend-ly Tips: Effective Friends Marketing* on December 7, 2020.
- Amy Smith took the *Resilience 101* webinar from MN Library Association on December 30, 2020.
- Kari Gadiant took the *Supervisor Training: Tips for Managers* webinar on December 30, 2020.
- Kari Gadiant completed Ryan Dowd's *Homelessness 201: A Deeper Understanding* training on January 4, 2021.