

#### **COUNCIL WORKSESSION REPORT**

**DATE: FEBRUARY 10, 2020** 

**DEPARTMENT: LIBRARY & ADMINISTRATION** 

Prepared by: Joel Hanson Administrator: JRH

4

AGENDA ITEM: Joint Discussion with Library Board to Review Library Survey Result

and Determine Next Steps

#### **DESIRED MEETING OUTCOMES:**

REVIEW THE LIBRARY SURVEY RESULTS, DISCUSS IF ADDITIONAL DATA ANALYSIS IS WARRANTED, AND CONSIDER NEXT STEPS IN THE PROCESS WITH THE PRIMARY FOCUS BEING A DECISION AS TO WHETHER WE SUBMIT A PROPOSAL TO DAKOTA COUNTY ASKING THEM TO TAKE OVER SOUTH ST. PAUL LIBRARY OPERATIONS OR KEEP THE LIBRARY AS A CITY ENDEAVOR.

#### **OVERVIEW:**

This past fall, the City and Library Board embarked on a Citizen Engagement process that focused on Library Operation options and culminated with a survey of residents asking for their input/preferences. The survey generated 752 total responses. As you will recall, we had an initial deadline of January 24<sup>th</sup>. We then extended the deadline to January 31<sup>st</sup>. We tracked the respondents by those dates as noted below:

	Paper	On-Line	Total
1/24	236	436	672
1/31	<u>45</u>	<u>36</u>	<u>81</u>
Total	<u>281</u>	<u>472</u>	<u>753</u>

Attached to this memo is a summary of the survey results. In reviewing the results, you will note that the respondents per question does not equal the total number of surveys received. We asked AE2S (the company that provide the survey portal and data analysis) for an explanation of the differences and they said a number of respondents left questions blank (they may have left the survey before completing all questions.) We were able to verify that in the overall survey results as evidenced by Question #14. In this case, the number of respondents to that question was 706. In reviewing the response lines, we were able to see that there were 47 blank responses. Therefore, the 706 responses plus the 47 blank lines ties out to the total of 753.

You will also notice that we included "age ranges" of responses for a few questions in an attempt to provide additional insight into the responses received.

While there is a lot of good information contained in the survey results, I believe the focus of the results are questions 13 through 16. Here is a summary of those responses:

Question #13: The City of South St. Paul and the Library Board believe the current library facility needs substantial upgrades to meet the needs of the users and the community now and in the future. Do you agree/disagree with this assessment?

Agree	60.62% (428)
Disagree	16.86% (119)
Unsure	22.52% (159)

Question #14: The City Council is considering joining the Dakota County Library System which would provide operational cost savings to the City of an estimated \$319,000 annually (2019 Library Levy was \$767,739). Any renovation or rebuild costs, estimated at \$6 - \$8 million, would also be absorbed by the County. Based on that information, should the City pursue these savings by having Dakota County provide library services to South St. Paul residents or should the City continue to operate and maintain the current library?

Yes, I support joining DCL	49.01% (346)
No, I support continued City Operation	35.41% (250)
Unsure	15.58% (110)

Question #15: If you support having the City of South St. Paul continue to operate and maintain the library, then: (Note – this answer was only available to those completing the survey who favored continued City operation.)

The City should substantially upgrade the facility	55.12% (140)
The City should build a new library at a new site	3.94% (10)
The library should be kept essentially as it is	38.19% (97)
Unsure	2.36% (6)
I do not support the City continuing to operate the library	.39% (1)

Question #16: If the City of SSP decides the SSP Library will not join the Dakota County Library System, would you be in favor of a community referendum (vote) in support of bonding \$6 - \$8 million in order for the City to renovate the existing library/build a new library?

Yes	43.70% (302)
No	30.68% (212)
Maybe	25.62% (177)

The key decision we need to focus on relates to City versus County operation of the Library going forward. If we pursue the County option, then we would need to prepare a proposal for presentation to the County Board that outlines the program we feel should be pursued. As has been indicated throughout this process, there is no guarantee the County will accept the proposal. Their initial response may require additional negotiation or they could reject it out-of-hand.

If the decision is continued City operation is the way to go, we will need to embark on a program to identify the nature of the improvements, the location, and how it will be financed.

Assuming the Library Board and City Council can agree upon a broad course of action, each party will have additional input/decisions to make as we move forward with the chosen option.

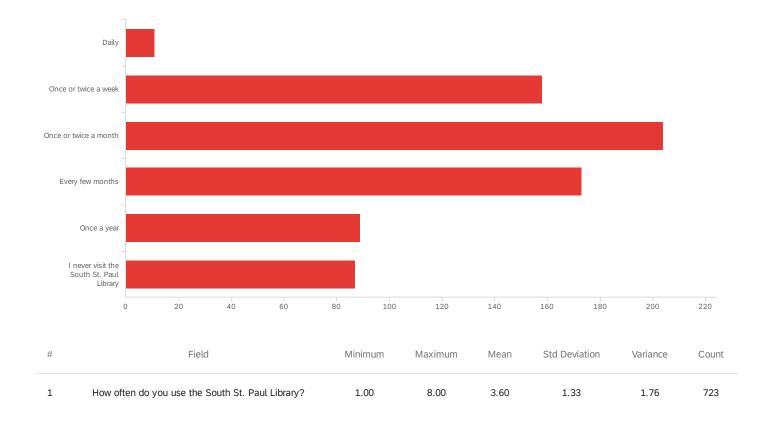
One caveat I will offer relates to timing. In either case, we need to keep this process moving. If the City option is chosen, we need to keep in mind that there are deferred maintenance items that could become problematic if too much time is taken to implement a final building solution. If the County option is pursued, I believe an initial proposal needs to be submitted in March to give them time to react and to plan from a budgetary standpoint. Again, the deferred maintenance considerations come into play with this option as well.

Finally, it was not necessarily assumed a decision would be reached at Monday's worksession. If additional data analysis is needed, staff would appreciate the appropriate direction. Additional time for contemplation is also possible assuming we continue the discussion to the next worksession (February 24<sup>th</sup>). Ideally however, a Council decision should be made at our March 2<sup>nd</sup> meeting!

#### **SOURCE OF FUNDS:**

N/A

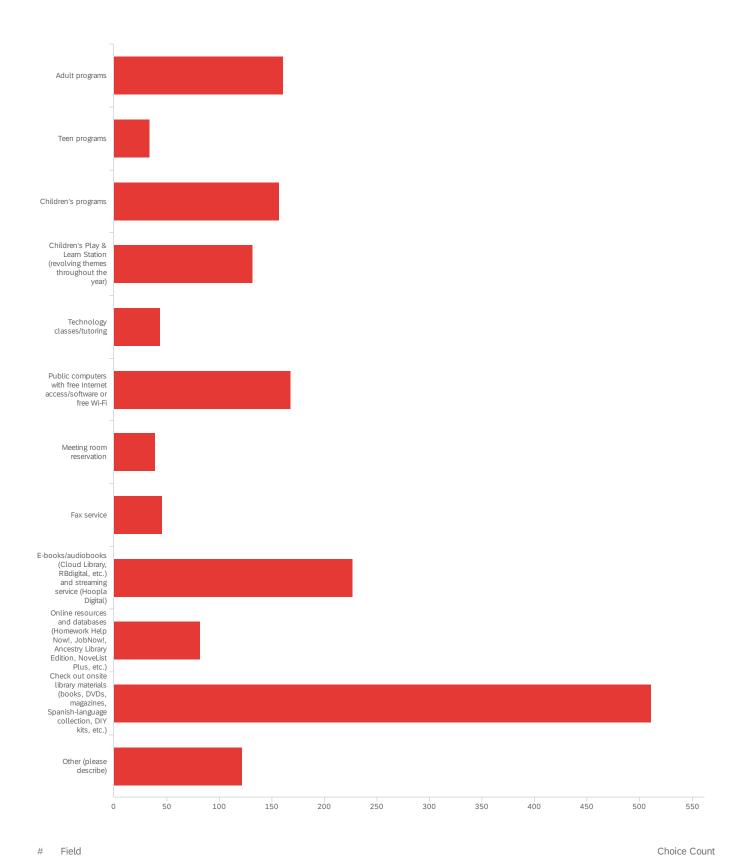
## Q3 - How often do you use the South St. Paul Library?



#	Field	Choice C	Count
1	Daily	1.52%	11
2	Once or twice a week	21.88%	158
3	Once or twice a month	28.25%	204
4	Every few months	23.96%	173
5	Once a year	12.33%	89
6	I never visit the South St. Paul Library	12.05%	87

### Q4 - What programming or services offered by the South St. Paul Library do you use?

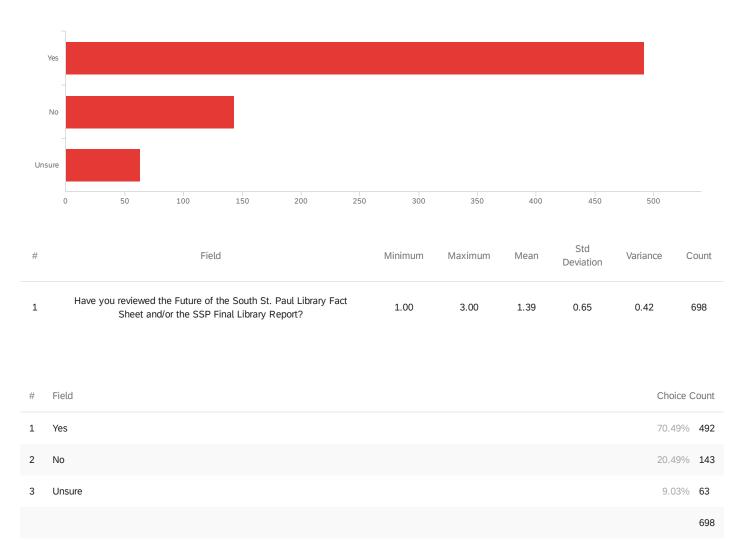
#### (Choose all that apply)



#	Field	Choice (	Count
1	Adult programs	9.34%	161
2	Teen programs	1.97%	34
3	Children's programs	9.11%	157
4	Children's Play & Learn Station (revolving themes throughout the year)	7.66%	132
5	Technology classes/tutoring	2.55%	44
6	Public computers with free Internet access/software or free Wi-Fi	9.75%	168
7	Meeting room reservation	2.26%	39
8	Fax service	2.67%	46
9	E-books/audiobooks (Cloud Library, RBdigital, etc.) and streaming service (Hoopla Digital)	13.17%	227
10	Online resources and databases (Homework Help Now!, JobNow!, Ancestry Library Edition, NoveList Plus, etc.)	4.76%	82
11	Check out onsite library materials (books, DVDs, magazines, Spanish-language collection, DIY kits, etc.)	29.66%	511
12	Other (please describe)	7.08%	122
Q4 1	Showing rows 1 - 13 of 13		1723
	Showing rows 1 - 13 of 13  L2_TEXT - Other (please describe)  ner (please describe)		1723
Oth	12_TEXT - Other (please describe)		1723
Oth	L2_TEXT - Other (please describe)  ner (please describe)		1723
Oth boo Stud	L2_TEXT - Other (please describe)  ner (please describe)  ok club one month last summer		1723
Oth boo Stud Boo	L2_TEXT - Other (please describe)  ner (please describe)  ok club one month last summer  dy carrels		1723
Oth boo Stud Boo Non	L2_TEXT - Other (please describe)  ner (please describe)  ok club one month last summer  dy carrels  ok sale		1723
Oth boo Stud Boo Nor	L2_TEXT - Other (please describe)  ner (please describe)  ok club one month last summer  dy carrels  ok sale  ne of the above		1723
Oth boo Stud Boo Nor Nor	L2_TEXT - Other (please describe)  ner (please describe)  ok club one month last summer  dy carrels  ok sale  ne of the above		1723
Oth boo Stud Boo Nor Nor	L2_TEXT - Other (please describe)  Description of the above  Description of the above		1723
Oth boo Stud Boo Nor Nor Mus	L2_TEXT - Other (please describe)  Her (please describe)  Ok club one month last summer  dy carrels  Ok sale  He of the above  He of the above  Sical or author presentation		1723

### Q5 - Have you reviewed the Future of the South St. Paul Library Fact Sheet and/or the

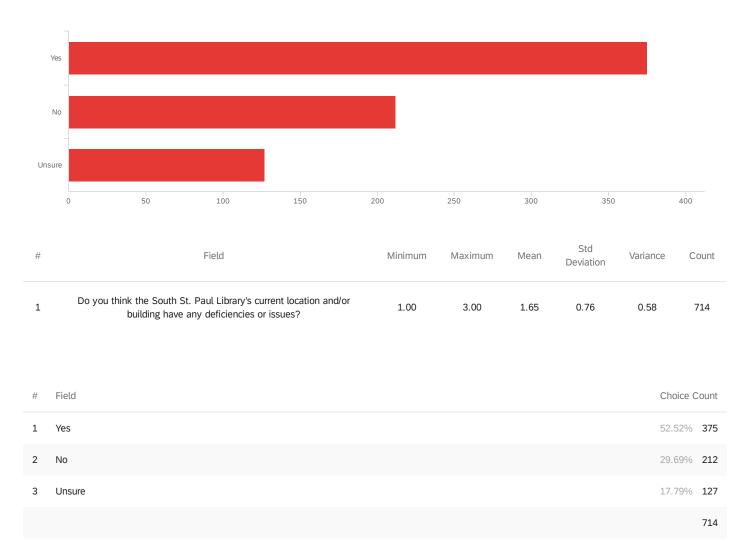
## SSP Final Library Report?



Showing rows 1 - 4 of 4

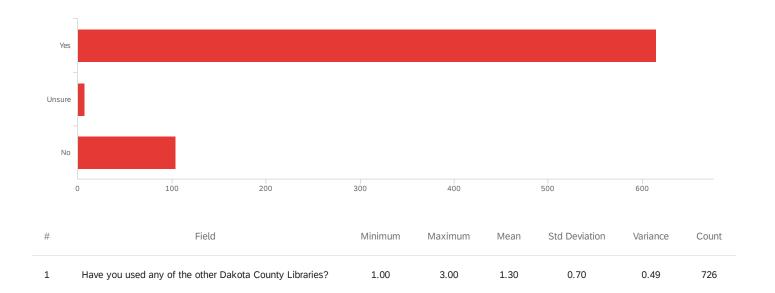
### Q6 - Do you think the South St. Paul Library's current location and/or building have any

#### deficiencies or issues?



Showing rows 1 - 4 of 4

## Q9 - Have you used any of the other Dakota County Libraries?

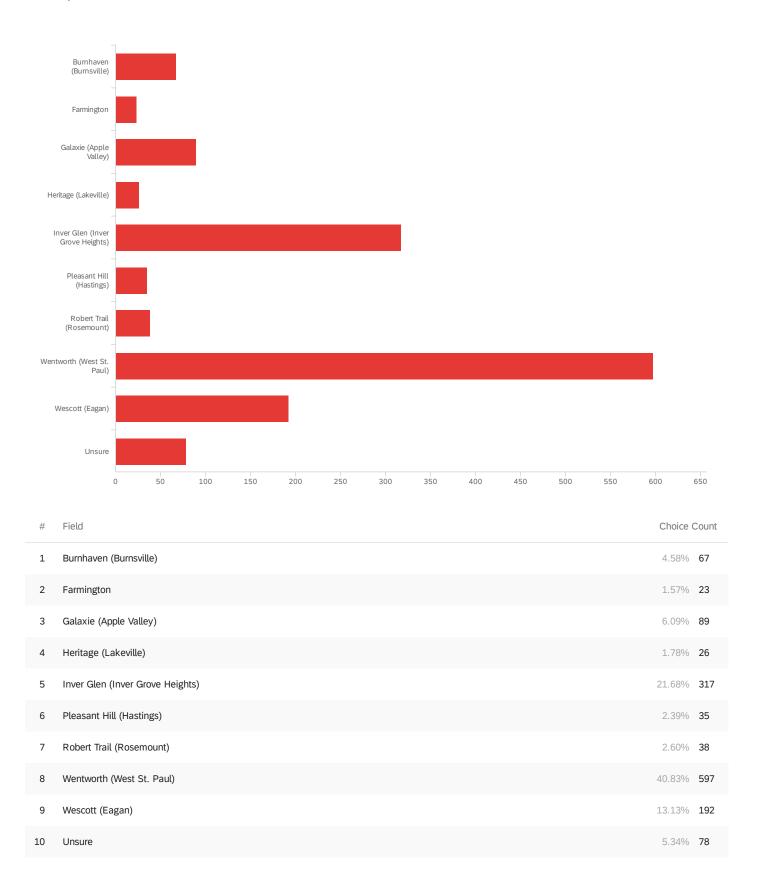


#	Field	Choice C	Count
1	Yes	84.71%	615
2	Unsure	0.96%	7
3	No	14.33%	104
			726

Showing rows 1 - 4 of 4

### Q10 - Which of the following Dakota County Libraries have you visited? (May select more

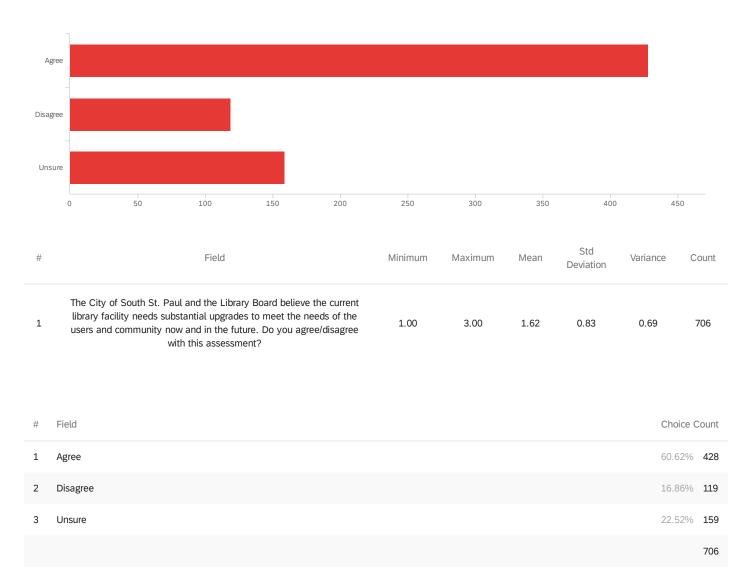
### than 1)



#### Q13 - The City of South St. Paul and the Library Board believe the current library facility

needs substantial upgrades to meet the needs of the users and community now and in the

#### future. Do you agree/disagree with this assessment?



Showing rows 1 - 4 of 4

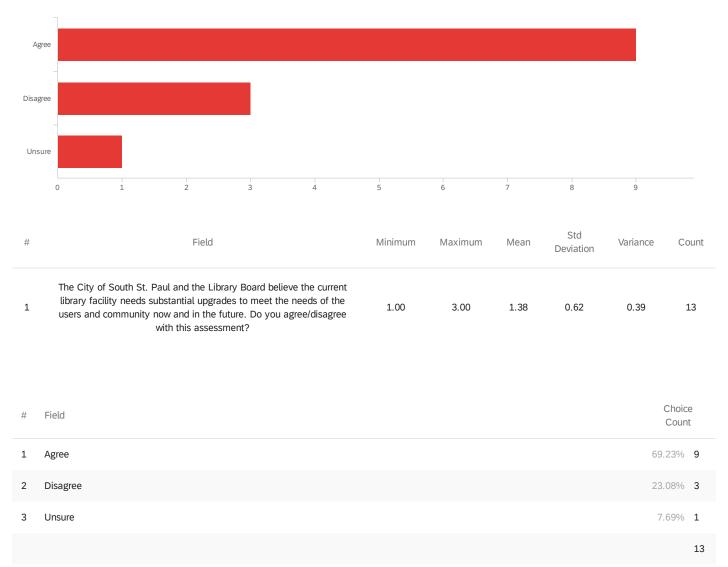
# SSP Library Age 18-24

SSP Library February 4, 2020 3:15 PM CST

Q13 - The City of South St. Paul and the Library Board believe the current library facility

needs substantial upgrades to meet the needs of the users and community now and in the

future. Do you agree/disagree with this assessment?



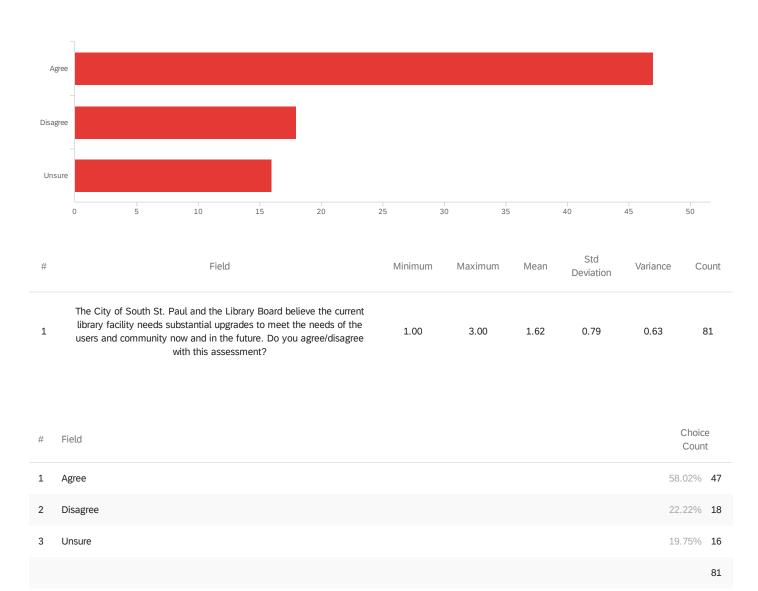
Showing rows 1 - 4 of 4

# SSP Library Age 25-34

future. Do you agree/disagree with this assessment?

SSP Library February 4, 2020 3:16 PM CST

Q13 - The City of South St. Paul and the Library Board believe the current library facility needs substantial upgrades to meet the needs of the users and community now and in the



Showing rows 1 - 4 of 4

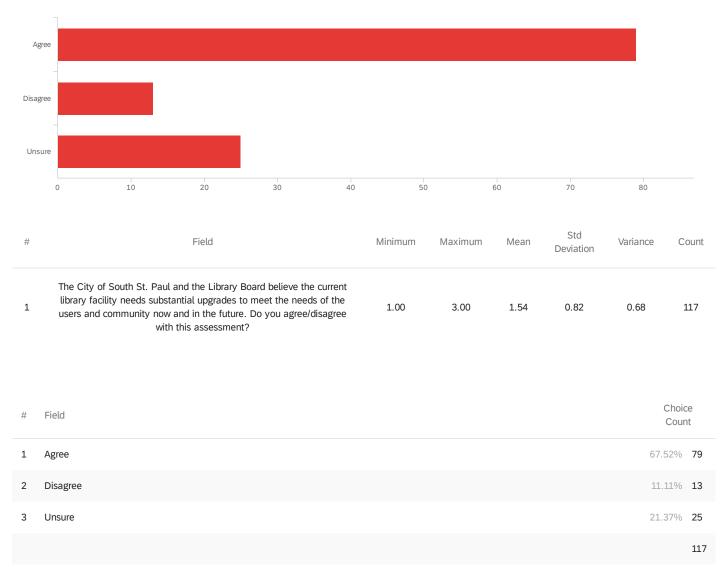
# SSP Library Age 35-44

SSP Library February 4, 2020 3:18 PM CST

Q13 - The City of South St. Paul and the Library Board believe the current library facility

needs substantial upgrades to meet the needs of the users and community now and in the

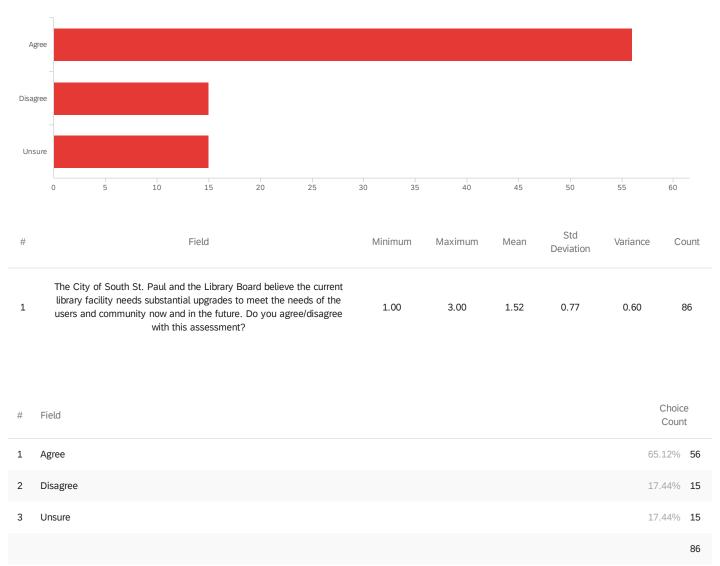
future. Do you agree/disagree with this assessment?



Showing rows 1 - 4 of 4

## SSP Library Age 45-54

Q13 - The City of South St. Paul and the Library Board believe the current library facility needs substantial upgrades to meet the needs of the users and community now and in the future. Do you agree/disagree with this assessment?



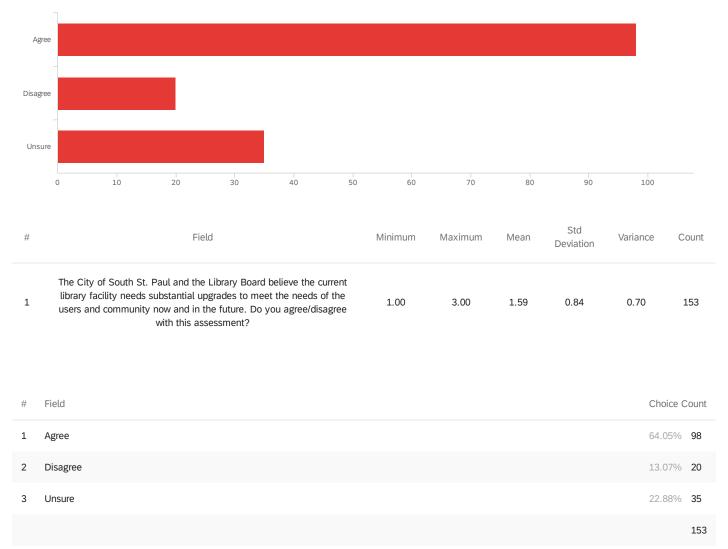
Showing rows 1 - 4 of 4

# SSP Library Age 55-64

SSP Library February 4, 2020 3:22 PM CST

Q13 - The City of South St. Paul and the Library Board believe the current library facility needs substantial upgrades to meet the needs of the users and community now and in the

future. Do you agree/disagree with this assessment?



Showing rows 1 - 4 of 4

# SSP Library Age 65-74

future. Do you agree/disagree with this assessment?

SSP Library February 4, 2020 3:23 PM CST

Q13 - The City of South St. Paul and the Library Board believe the current library facility needs substantial upgrades to meet the needs of the users and community now and in the

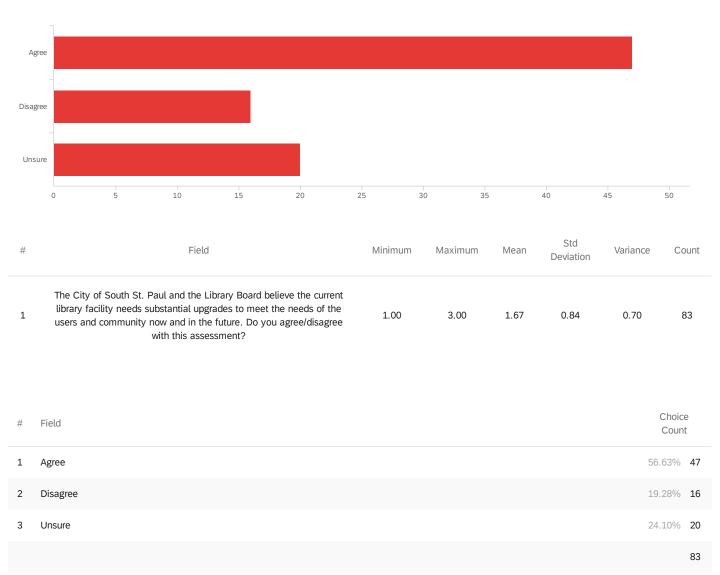


Showing rows 1 - 4 of 4

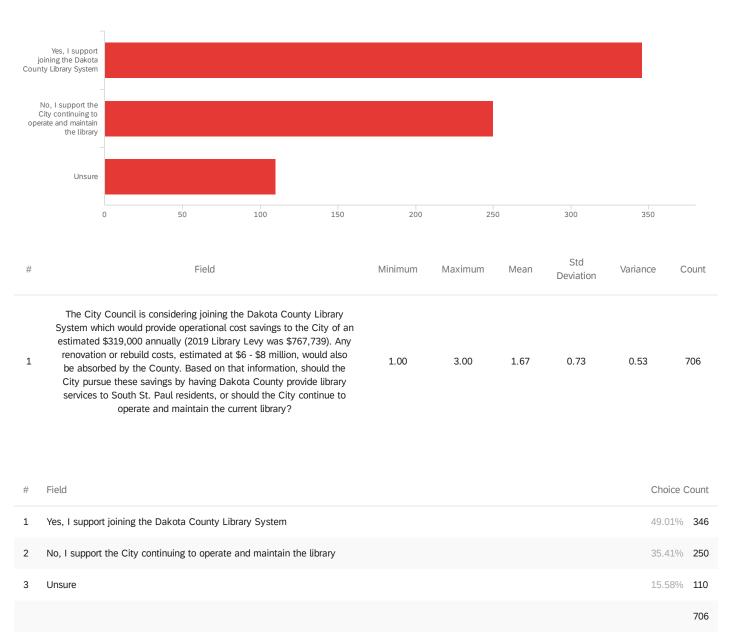
# SSP Library Age 75+

SSP Library February 4, 2020 3:25 PM CST

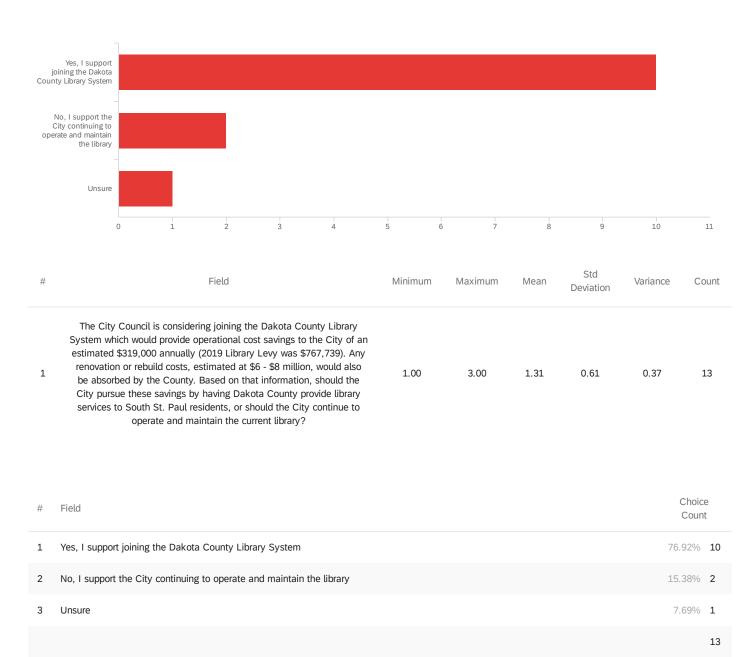
Q13 - The City of South St. Paul and the Library Board believe the current library facility needs substantial upgrades to meet the needs of the users and community now and in the future. Do you agree/disagree with this assessment?



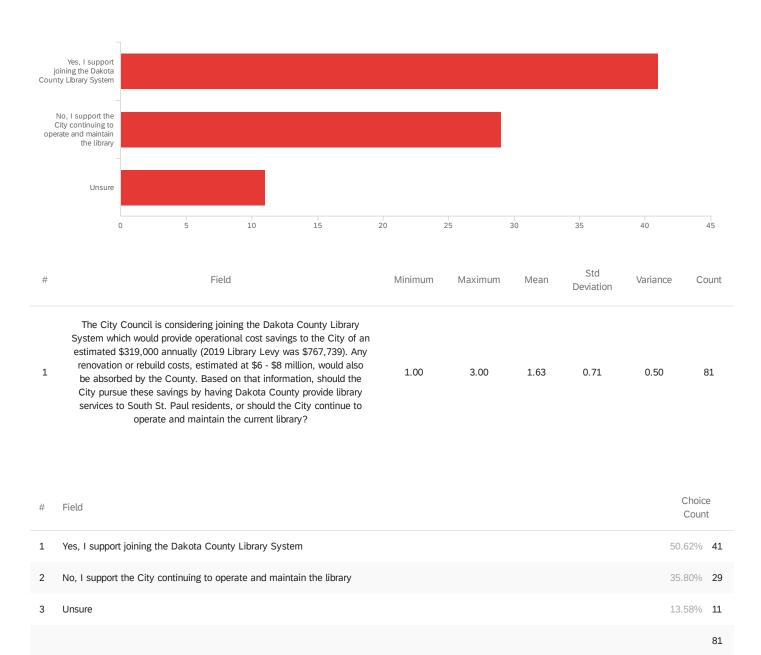
Showing rows 1 - 4 of 4



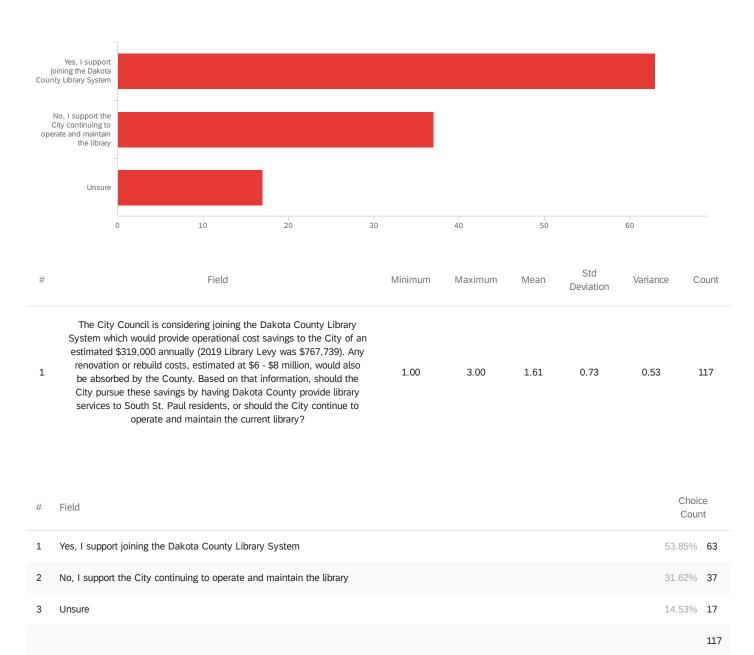
### SSP Library Age 18-24



### SSP Library Age 25-34



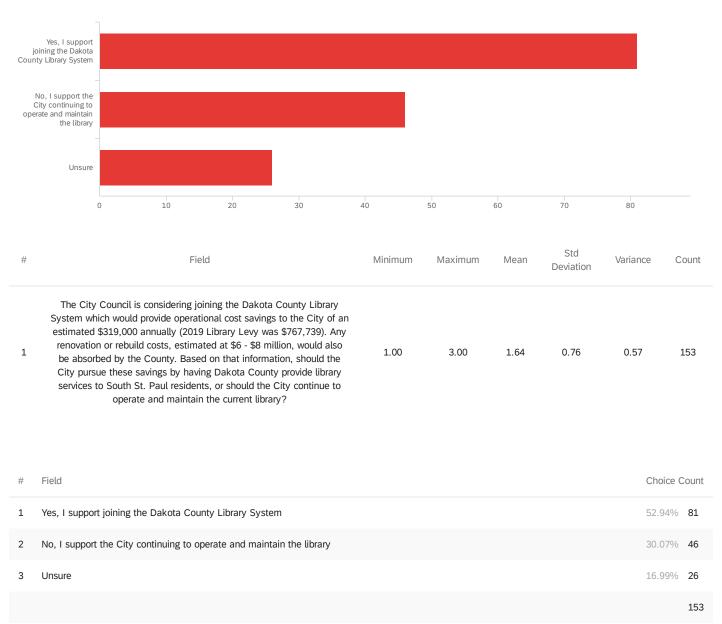
### SSP Library Age 35-44



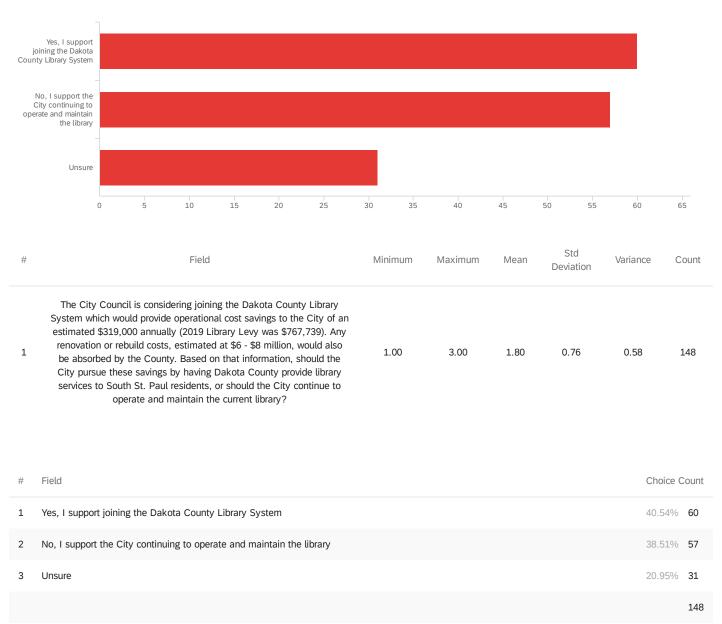
### SSP Library Age 45-54



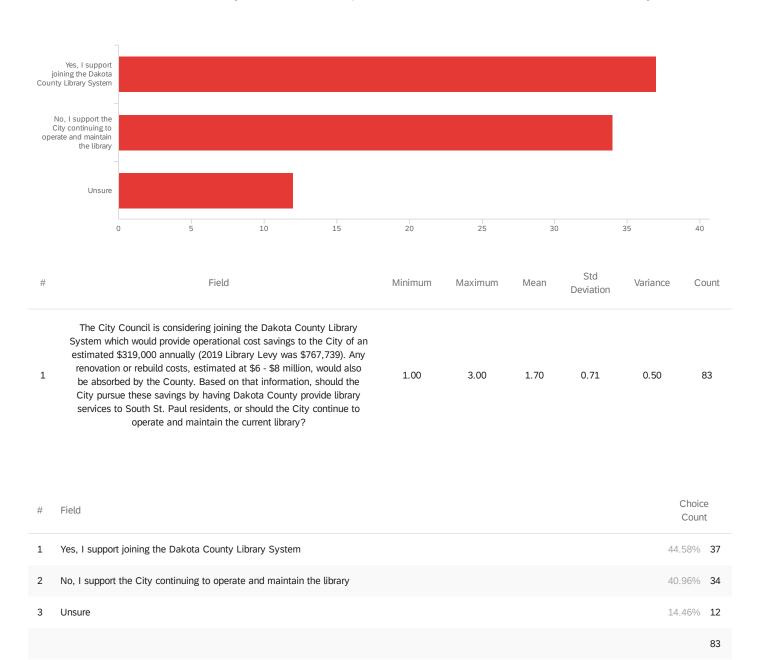
### SSP Library Age 55-64



### SSP Library Age 65-74

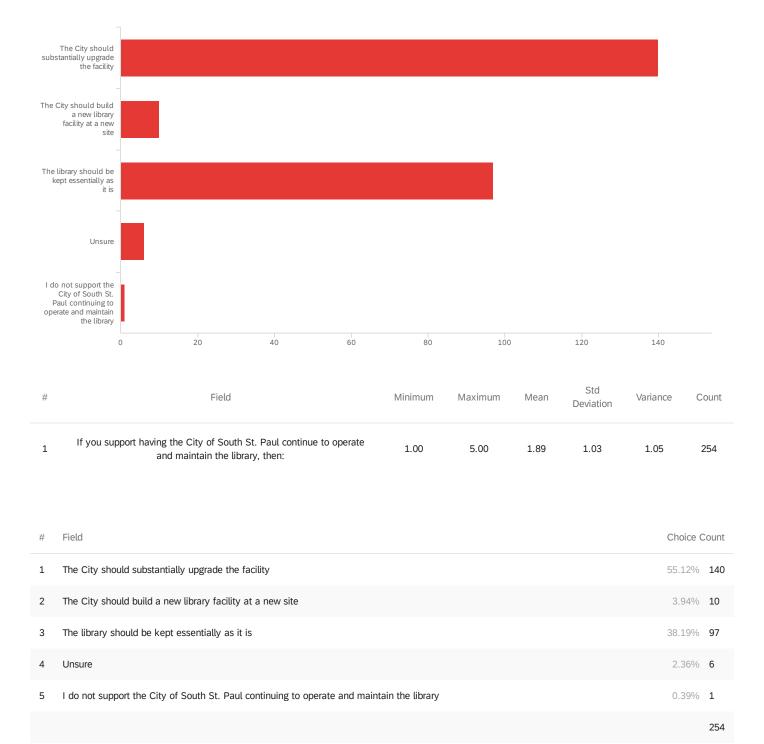


### SSP Library Age 75+



### Q15 - If you support having the City of South St. Paul continue to operate and maintain

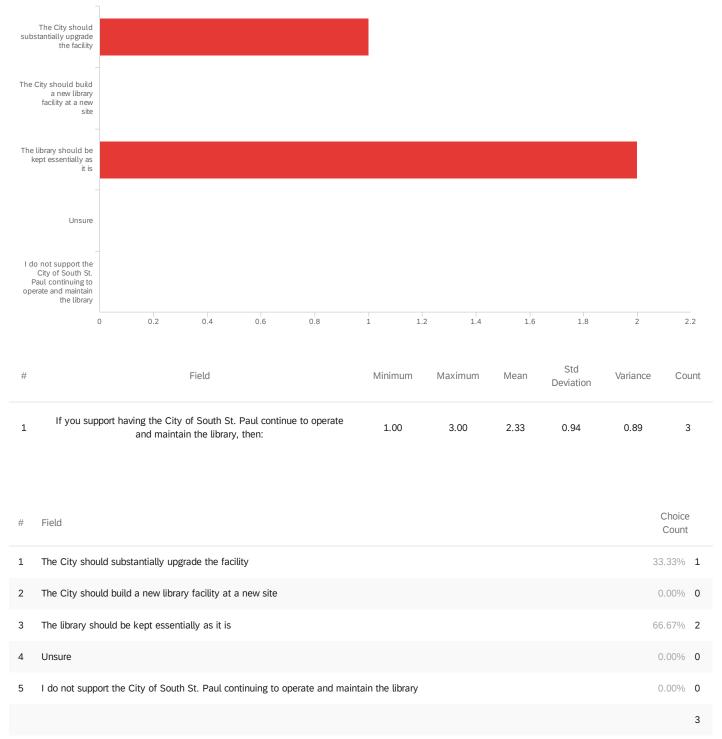
#### the library, then:



# SSP Library Age 18-24

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:

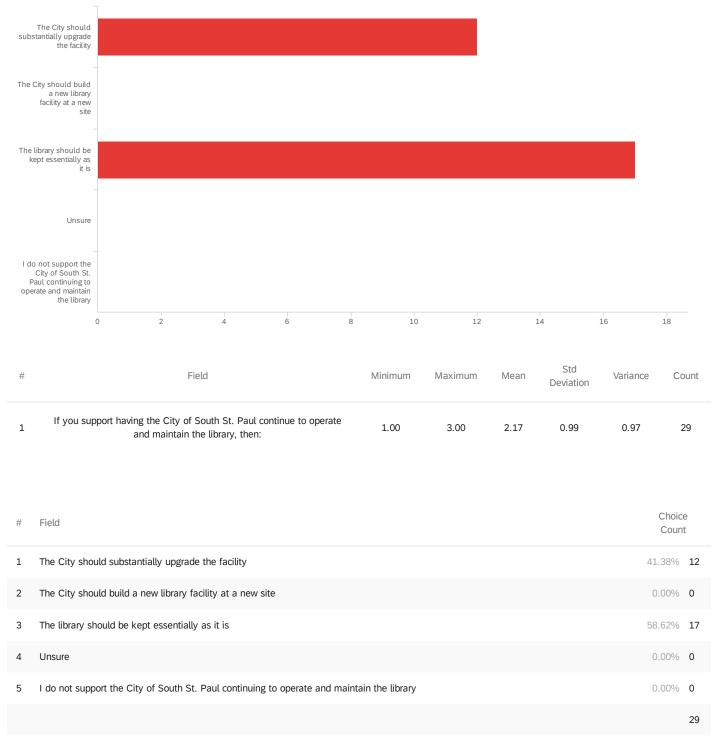


Showing rows 1 - 6 of 6

## SSP Library Age 25-34

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:

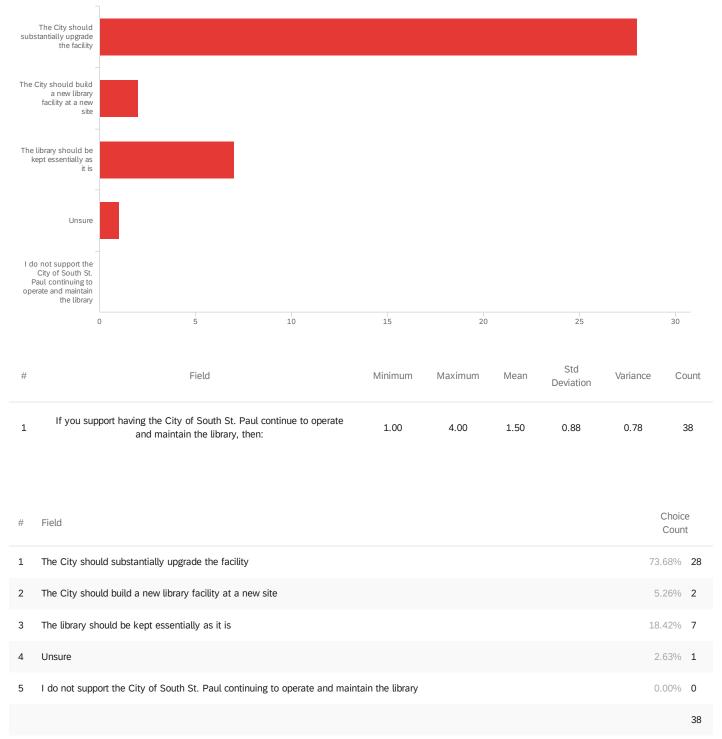


Showing rows 1 - 6 of 6

## SSP Library Age 35-44

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:

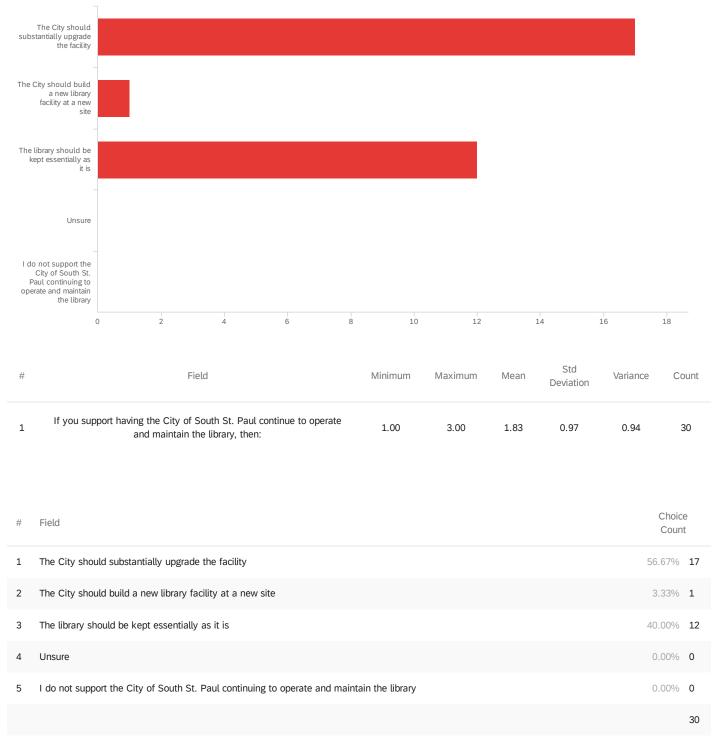


Showing rows 1 - 6 of 6

## SSP Library Age 45-54

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:

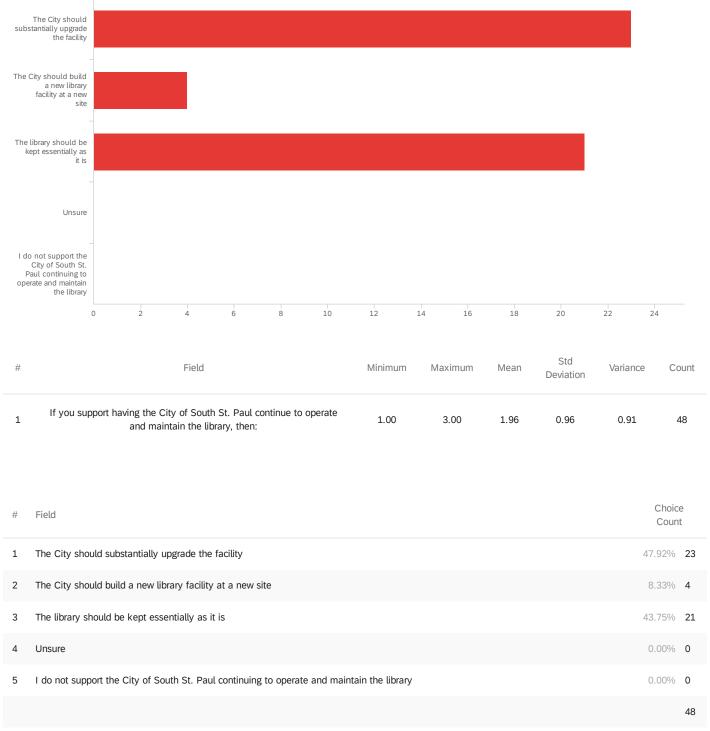


Showing rows 1 - 6 of 6

# SSP Library Age 55-64

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:

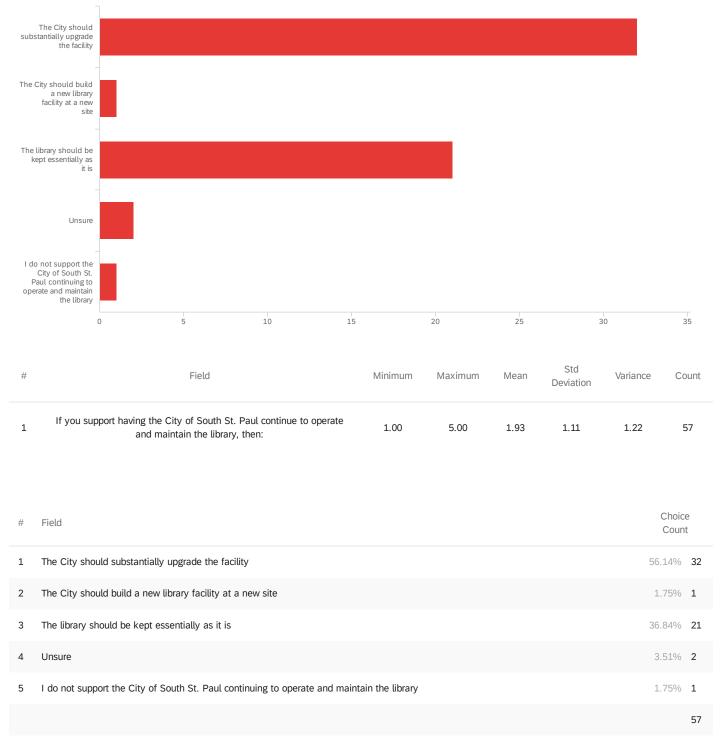


Showing rows 1 - 6 of 6

## SSP Library Age 65-74

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:

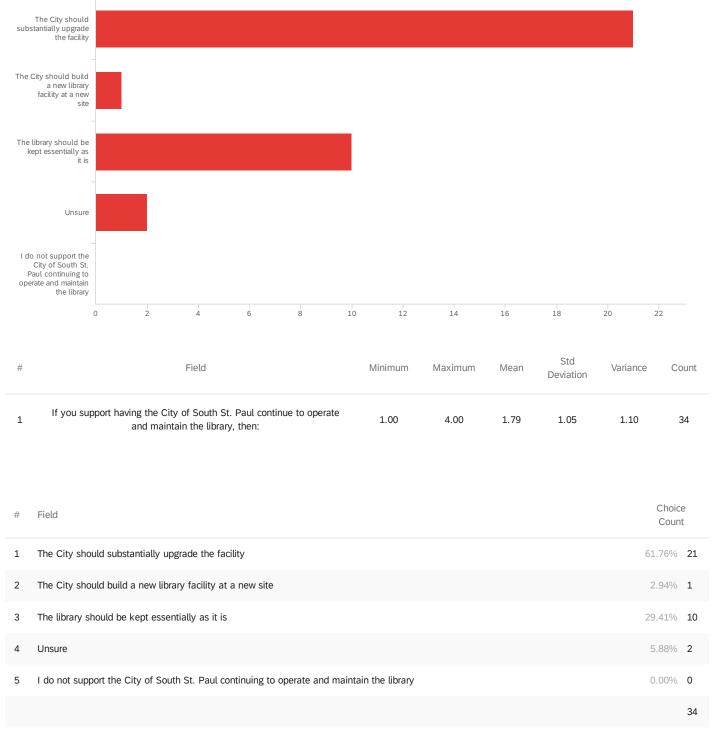


Showing rows 1 - 6 of 6

## SSP Library Age 75+

Q15 - If you support having the City of South St. Paul continue to operate and maintain

#### the library, then:



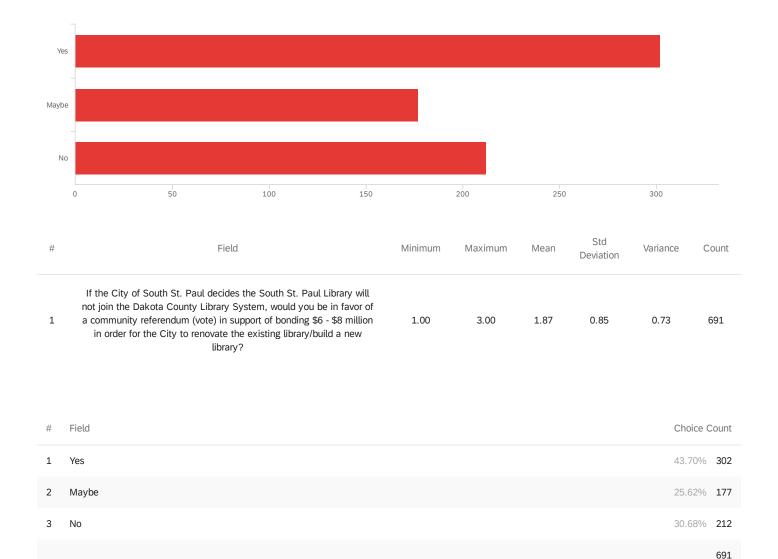
Showing rows 1 - 6 of 6

#### Q16 - If the City of South St. Paul decides the South St. Paul Library will not join the

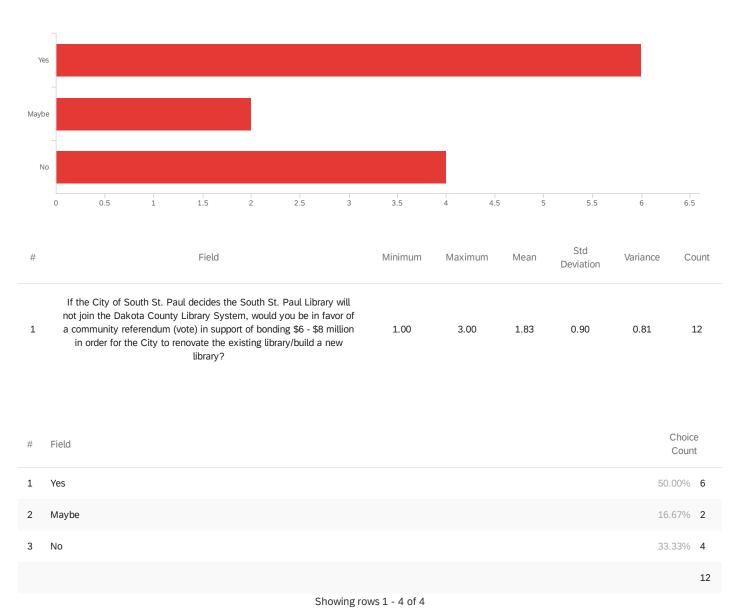
Dakota County Library System, would you be in favor of a community referendum (vote) in

support of bonding \$6 - \$8 million in order for the City to renovate the existing library/build

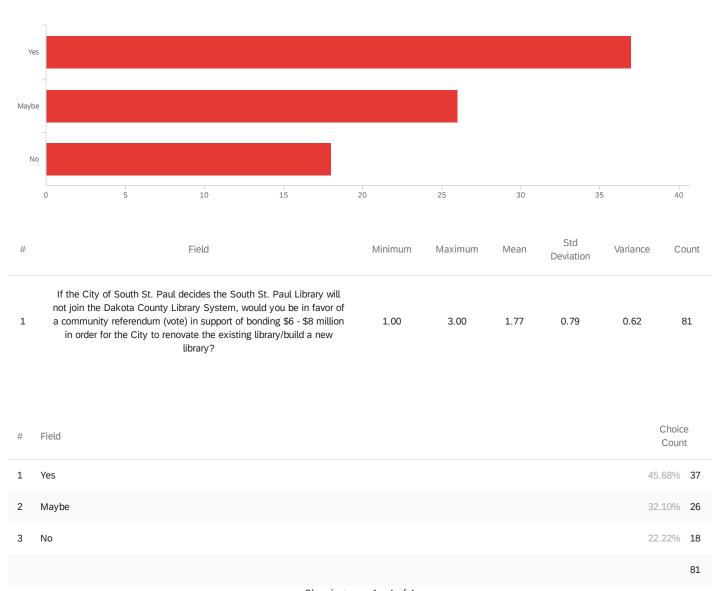
#### a new library?



Showing rows 1 - 4 of 4

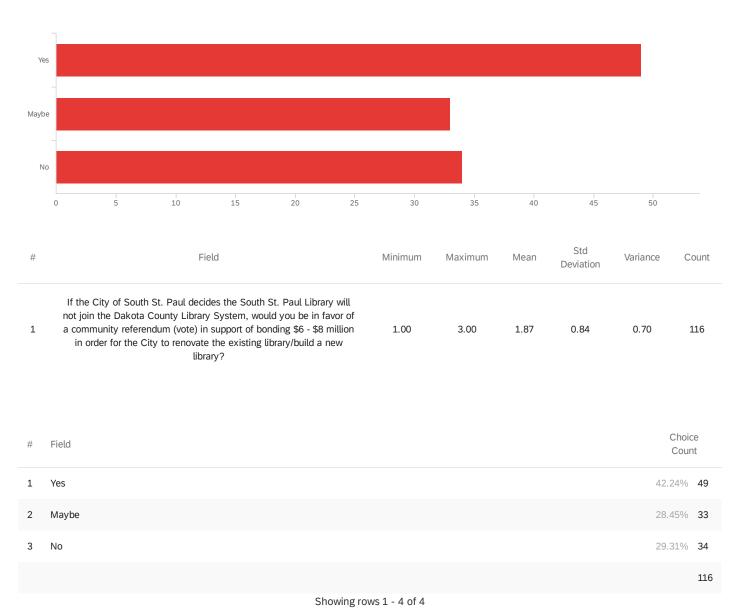


**End of Report** 

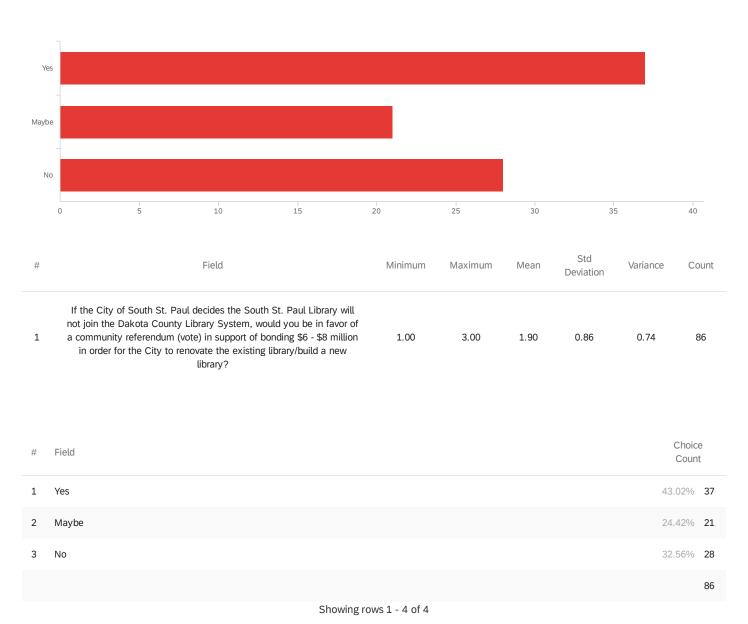


Showing rows 1 - 4 of 4

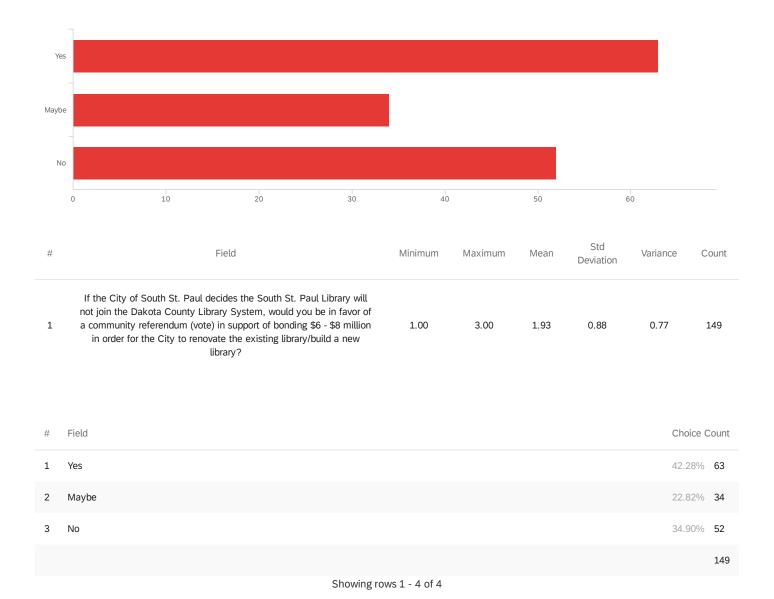
**End of Report** 



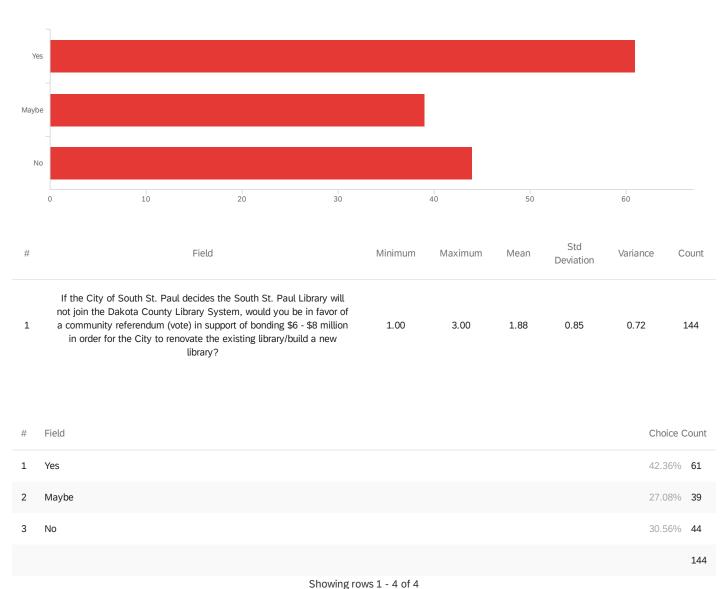
**End of Report** 



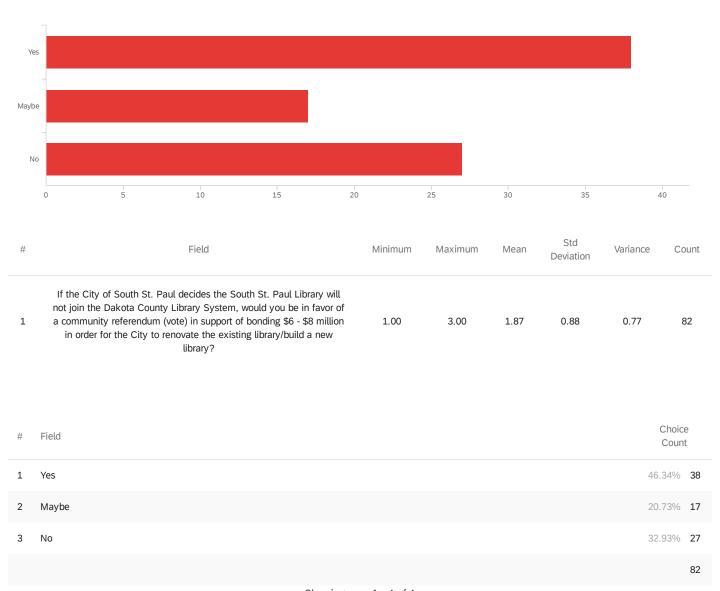
**End of Report** 



**End of Report** 



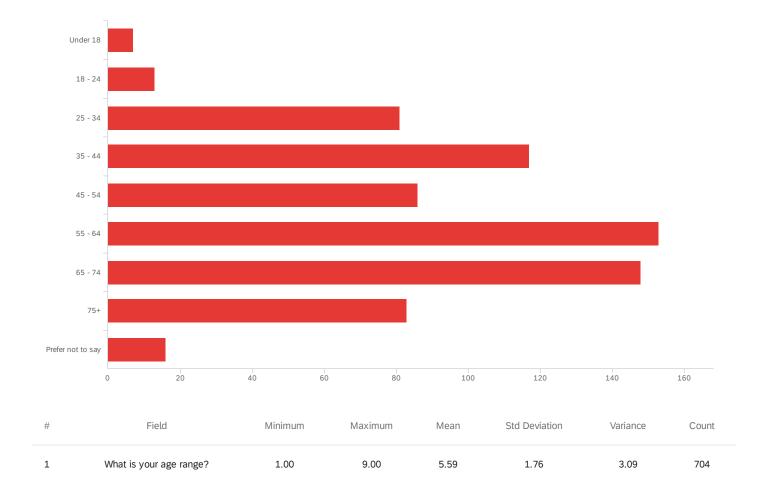
**End of Report** 



Showing rows 1 - 4 of 4

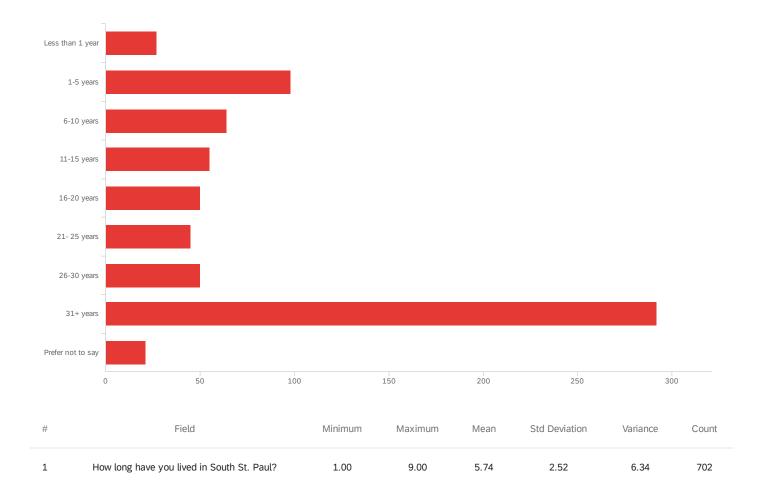
**End of Report** 

# Q17 - What is your age range?



#	Field	Choice C	Count
1	Under 18	0.99%	7
9	Prefer not to say	2.27%	16
7	65 - 74	21.02%	148
6	55 - 64	21.73%	153
5	45 - 54	12.22%	86
4	35 - 44	16.62%	117
3	25 - 34	11.51%	81
2	18 - 24	1.85%	13
8	75+	11.79%	83

## Q18 - How long have you lived in South St. Paul?



#	Field	Choice C	Count
1	Less than 1 year	3.85%	27
2	1-5 years	13.96%	98
3	6-10 years	9.12%	64
4	11-15 years	7.83%	55
5	16-20 years	7.12%	50
6	21- 25 years	6.41%	45
7	26-30 years	7.12%	50
8	31+ years	41.60%	292
9	Prefer not to say	2.99%	21