

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Economic Growth and Community Investment, All Seven Library Locations

1. Describe the service modification request.

Please including the reason for change

All in person Teen programs will be pivoted to virtual programming through February 15, 2022 and revisited at that time.

The seven Ramsey County Libraries plan to change the service of our in-person Teen programs temporarily to a virtual program model, due to the surge of COVID positivity in our community and in our local schools. These programs are very difficult to perform in a socially distanced manner, and teens often have a difficult time remaining masked and socially distanced during library programs. The new variant of COVID is more transmissible and performing these programs in-person puts teens and staff at risk of contracting COVID.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Pivoting our in-person Teen programs to virtual will mean that it may be more difficult for teens without computers or internet to participate in library programs.

3. How will this change impact workplace safety during COVID-19?

N/A

4. Will this change bring additional staff or residents into your assigned county building?

- No

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

Use the [online service modification request form](#) to submit official requests

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Economic Growth and Community Investment, Parks & Recreation,
Tamarack Nature Center

1. Describe the service modification request.

Please including the reason for change

The atrium of the nature center is currently open to the public, but with the number of programs and ski rentals, people are gathering indoors in greater numbers than are able to socially distance. Parks requests closing the atrium until such time that people can more safely resume indoor activity. All programming and services will still be accessible outdoors, so this change will have minimal impact to service delivery.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Visitors to Tamarack Nature Center.

3. How will this change impact workplace safety during COVID-19?

4. Will this change bring additional staff or residents into your assigned county building?

- No

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

Use the [online service modification request form](#) to submit official requests

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Information and Public Records: PTRES

1. Describe the service modification request.

Please including the reason for change

(10 of 64) employees are absent due to COVID-related reasons. Most of these employees work in the areas of elections and property tax customer service, which is responsible for the front counters at Plato. Due to these absences, there is a shortage of staff to provide front counter services. Remaining staff are coming into office when they are not feeling well, when they should really be staying home, to ensure continuity of the in-person services and procedures. This increases the risk of spreading COVID. I am requesting to close the front counters, at the Plato building, to the public and move to an appointment system. An appointment system allows PTRES to still provide service to the public while maintaining a very minimal presence in office in these two areas. The payment drop-box located outside of the Plato building will again be utilized, and a non-permanent payment drop-box will be placed by the front counter (checked several times a day). PTRES will work with Communications ensure this service change is communicated to the public.

Currently, both elections and property tax are between major service events and are seeing minimal in-person public interactions, less than 5 walk-ins a day between both areas. However, this still requires 5-6 employees to be in-office due to separation of duty issues and maintaining coverage during breaks. Closing the counters will allow us to reduce this number to 2-3 employees daily in-office. PTRES would like this service change to be effective 1/19/22.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Residents who are unable to access the internet to view the service change will still need access to in-person services. Even though the front counters will be closed to the public, limited staff will still be available to provide on-call services to residents who come through the front doors of Plato needing service.

Employees who do not have internet access at home are unable to work remote.

They will still be kept in the rotation of employees coming in to staff the front counters, but will be given the opportunity to perform "remote work duties", just like the other staff, on the days they are not assigned to the front counter. They will also be given the option, on those days, to work from a work station that is not near the front counter.

3. How will this change impact workplace safety during COVID-19?

PTRES will work with communications to ensure this service change is widely communicated across multiple platforms in an effort to reach all residents.

Will this change return staff who've been remote to face-to-face resident interaction either in a building or in the community? : No If yes, please explain the plan to communicate with and train staff about any COVID-19 protective measures.: N/A

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES