

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

RC Library – North Saint Paul

1. Describe the service modification request.

Please including the reason for change

Ramsey County Library-North St. Paul wants to offer a copy machine for patron use. Prior to the pandemic, a copy machine was available for patron use inside the library. Now is a time when there is typically heavy use of the copy machine due to income tax filing.

This proposal would move the copy machine to an area outside the library space, to a vestibule within a private hallway of the community center. Building management is agreeable to this change.

- Patrons will be responsible for cleaning the equipment and supplies will be provided.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

- Residents who use the library will benefit from offering copier services again. Pre-pandemic the copier was used frequently, especially during tax season for copying personal documents.
- RCL-North St. Paul staff will provide minimal technical assistance such as refilling paper and clearing jams as necessary.

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

- Workplace safety should remain the same as RCL-North St. Paul staff are already interacting periodically with patrons who have questions about their curbside pickups.
- No additional patrons will enter the library specifically since we are still closed for browsing.

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

RC Library - Roseville

1. Describe the service modification request.*Please including the reason for change*

Pending approval, Ramsey County Library-Roseville plans to launch patron direct self-serve access to additional library services, including browsing library collections, on March 29. Listed below are the intended services to be offered and those services which will not be available:

SERVICES OFFERED

- Pick up requested items.
- Browse library materials.
- Check out books, DVDs, music, and more.
- Copy, scan, fax, and print.
- Return library items.
- Get a library card.
- Brief reference transactions.
- Public computing on a walk-in basis.

SERVICES NOT AVAILABLE

- Study and meeting room access.
- In-person programming, such as Storytimes, Homework Help, or History Programs.
- Spaces to sit and read or study.
- Furnishings to sit on.
- Children's play items.
- Newspapers to read.
- In depth in-person tech help.

2. Who will be impacted by the change?*Consider the racial equity impacts for both service users and staff*

Patrons who utilize RCL-Roseville are very diverse. Resuming offering additional services will allow for broader access to and support of the community. This broader access also affects staff since more in person physical interaction will take place and for longer periods of time.

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

Collaboration amongst Public Health, Property Management, Service Center, and Library management has occurred throughout this proposed change. Below are physical adjustments which will be implemented to address workplace safety concerns. Occupation limits have been set and communicated to Roseville Library management.

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

- YES (If yes, please update your [Workplace 2.0 plan](#).)

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

- YES

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SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

RC Library – New Brighton

1. Describe the service modification request.

Please including the reason for change

Ramsey County Library-New Brighton wants to offer two computers and one printer for patron use. The computers and printer are located outside the library space in the New Brighton Community Center and will be spaced greater than 6 feet apart. Computer access will be controlled by passes given out by library staff during library hours.

- Patrons will be responsible for cleaning their own equipment. Cleaning supplies will be provided.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Residents who utilize library and New Brighton Community Center services will benefit from offering computer and printer services again. Pre-pandemic, these services were highly utilized by a diverse population.

RCL-New Brighton staff will provide minimal technical assistance such as refilling paper and clearing printer paper jams. Library staff will clean the print release station keyboard several times during service.

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

Workplace safety should remain the same as RCL-New Brighton staff are already interacting periodically with patrons who have questions about their curbside pickups. Giving patrons passes and providing periodic technical support should not impact safety. Social distancing and mask adherence are expected.

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

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SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Library

1. Describe the service modification request.

Please including the reason for change

Ramsey County Library staff propose resuming in person outreach services, including Pop-Up Library visits, staff led programming, and service options at senior living facilities (at the discretion of facility management).

- Events will occur outdoors as weather permits and indoor events will follow proper masking and social distancing guidelines.
- Implementation is approximately mid-April and will be applicable to spring and summer events.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Residents who reside at senior living facilities or who access library services at alternative locations such as schools. Bringing programs into the community is a highly valued service.

- Outreach staff will also be impacted by the change but are in support of resuming the activities for which they were hired.

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

Staff is prepared to enforce the mask policy and will provide disposable masks to patrons who need one.

- Social distancing will be maintained by staff and patrons.
- County branded social distancing and mask covering signage will be displayed.
- Hand sanitizer will be available for staff and patron use.

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

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