DEPARTMENT OF EDUCATION

REGIONAL LIBRARY BASIC SYSTEM SUPPORT

REPORT OF RESULTS AND EXPENDITURES

FY21 (July 1, 2020 - June 30, 2021)

This report is provided as required by Minnesota Rules, Chapter 3530.

Name and address of regional public library system: Metropolitan Library Service Agency 1619 Dayton Avenue Suite 314, St. Paul, MN

Name, phone number and e-mail address of regional public library system administrator: Scott Vrieze, Executive Director 651-379-2741 scott@melsa.org

Please estimate the number of people who received services provided with Regional Library Basic System Support (RLBSS): Click here to enter text.

By signing, we certify that the data and information contained in this report are true and correct to the best of our knowledge and belief:

Signature:

Name: Mary Jo McGuire
Chair, Governing Board
Date: Click here to enter text.

Signature:

Name: Scott Vrieze
Regional Public Library System Administrator
Date: September 24, 2021

Please send one PDF copy of the signed report to Hannah Buckland at hannah.buckland@state.mn.us by October 1, 2021.

<h1>Report of Accomplishments</h1>

<h2>Overall Results</h2>

At a Glance – Please provide a few quick statistics that summarize your FY21 results: The Agency provides $2.7 million in direct support for member libraries in the metro area, investing money and resources in response to the needs of our libraries and our communities. MELSA also provides $2.5 million in collaborative purchases and programs to benefit member libraries and communities. MELSA invested over $725,000 in a shared ebook and e-audiobook collections that demonstrated the libraries ongoing value during the COVID-19 pandemic.

<h2>Individual Programs</h2>

Briefly highlight the programs/services/activities that took place during FY21, using the format below for each. Please include as many programs needed to fully describe your activities and limit the narrative for each program to 200-250 words.

Description of Program:

- Please describe what you did through this program: In keeping with priorities identified in the MELSA Strategic Plan - 2017 to 2021, MELSA used RLBSS resources to expand the capacity and effectiveness of member systems. FY2021 programs and initiatives, as identified by Strategic Plan goals included:
  Goal 1: Expand the capacity of MELSA library systems to address the service needs of metro area residents.
  Using RLBSS and other resources, in FY2021 MELSA provided direct support to member systems to assist with their internal operations and support for public services: $500,000 for the Phase program to support the systems' technology needs, $1,000,000 provided to library systems for general operating costs such as collections, website support, internal delivery, staffing, outreach, overhead, and more.
  Goal 2: Support innovative services that are responsive to the needs of our member libraries |
  MELSA continued the development and promotion of the smARTpass program to provide library users with options for experiencing access to numerous music, theater or museum programs. MELSA staff provided support for the statewide MN Writes, MN Reads initiative. MELSA provided funding for the Indie Author Project product to promote self-published local authors, working to expand that service to other public library systems in Minnesota. MELSA provided other technology services that assist member libraries. This includes RLTA and E-rate application support, catalog enhancement resources, electronic calendars for events and meetings, and mobile device services.
  Goal 3: Develop and support collaborative services that are responsive to the needs of our member libraries |
  Using RLBSS and other resources, in FY2021 MELSA expended operational funds for the following programs/projects: More than $2.2 million was designated for continued online access to electronic resources to library patrons at MELSA systems. (Available to all metro residents with a library card.) This included: $725,959 to expand e-book and e-audiobook content purchases for the collaborative e-book

project, first via Cloud Library and then implementing the Metro eLibrary, an OverDrive collaborative project with our member library systems to provide a shared platform for ebook and e-audio content. MELSA provided subscription access to LinkedIn Learning. RBDigital, online Homework Help and Job Now services, and a variety of specialized databases including topics as diverse as automotive repair, personal finance, and genealogy.

Goal 4: Support the learning, training and professional development of member library staff| MELSA provided more than $81,000 to library systems for training/professional development workshops, assisting systems' efforts in maintaining a skilled and knowledgeable workforce.

Goal 5: Create a greater understanding among stakeholders of the role and value of member libraries' services |MELSA expended over $99,000 in campaigns, advertisements and programs promoting library services and region-wide library initiatives, emphasizing the resources available to library users in the midst of the pandemic.

- What was the goal of your program? The goal of MELSA programs is to increase the capacity of member library systems and to enhance the library services they provide
- Who was served by this program? MELSA serves communities in the Twin Cities metropolitan area, and empowers member library staff to deliver excellent library services.
- How did this program contribute to your organization's mission and strategic plan goals? These activities, designed with advice and coordination from MELSA member systems, enabled MELSA member systems to improve and expand the library collections, programs, and services afforded to metro area residents. MELSA's overarching mission is to provide resources that expand the service capacity of member library systems as they, in turn, provide direct services to the public.

Program Outcomes – Please provide one or more performance measures, including two data points for each and the dates of those data points.

Name of measure	FY2020 data	FY2021 data
Goal 1: Expand Capacity • Formula Funds distributed to member library systems for internal expenditure • Phase Funds distributed to member library systems for local technology resources and support. An additional infusion of Phase funds, funded through the MELSA fund balance, enabled libraries to meet the increased demand for technology service during the COVID-19 pandemic.	$1,000,000 $642,000	$1,000,000 $500,000
Goal 2: Support innovative services: • smARTpass cultural program – total admissions (note COVID-19 impact) • Smartpass accounts initiated since program inception	$15,000 30,000+	N.A. 32,813

Goal 2 Support innovative service (continued): • MELSA invested in highly efficient staff that collaborated with area library systems in the development of services to residents	$626,856 5.5 FTE	$581,961 4.75 FTE
Goal 3: MELSA provided a broad variety of electronic resources and collections to member library systems Examples included: • Bibliotheca / CloudLibrary • In late 2020/early 2021 we migrated to OverDrive platform, creating the collaborative Metro eLibrary • Helpnow – Homework help services • Lynda.com/LinkedIn Learning online tutorials • Ancestry Library Edition	451,566 checkouts --- 23,797 uses Product data gathering changed in 2021 343,366 views	---- 616,123 checkouts *Jan – June, does not include Cloud numbers prior to migration 27,242 113,489 527, 574
Goal 4: Support Professional Development of Library staff MELSA provided more than $81,000 to library systems for staff training/professional development workshops, technology training, and assisting systems' efforts in maintaining a skilled and knowledgeable workforce.	Direct Staff Training: $88,000 Technology Training: $37,000	Direct Staff Training: $63,923 Technology Training: $16,062
Goal 5: Create a greater understanding of the value of member library services MELSA provided communications and marketing support to promote MELSA and member library services	$99,625	$99,180

Summary of Expenditures

Please complete the spreadsheet that accompanies this form.

Explain expenditures that varied 10% or more from the FY21 state aid application: See attached table