

A day in the life

Public Services



SAINT PAUL
PUBLIC LIBRARY

SPPL Values

We believe in connection.

- Libraries help people connect to information, resources, and each other. The library is open and welcoming, where all people can find comfortable, joyful access to space, technology, materials, and support.

We believe in innovation.

- Libraries must continually transform to serve community needs – today and in the future. Every day, the library finds new ways to cultivate empathy and unlock potential, igniting collective curiosity through creative exploration and discovery.

We believe in resilience.

- The library is a place for quiet reflection and boisterous activity, for likeness and for difference. It is a brave space for public participation: to exchange ideas and build human relationships, power, and community. As part of the foundation of a city's social infrastructure, libraries are essential to community resilience.

We believe in the power of belonging.

- Libraries are a safe place where all people can see themselves actively reflected, supported, and celebrated. The library acknowledges and rejects racism, white supremacy and hate of all kinds, and is committing to a public future that delivers truth, fairness, dignity, respect, and healing so all library users can thrive.

American Library Association's Core Values

Access

Access provides opportunities for everyone in the community to obtain library resources and services with minimal disruption. Library workers create systems that ensure members of their community can freely access the information they need for learning, growth, and empowerment regardless of technology, format, or delivery methods.

Equity

Library workers play a crucial role in fostering equity by actively working to dismantle barriers and create spaces that are accessible, welcoming, and beneficial for all. This is accomplished by recognizing and addressing systemic barriers, biases, and inequalities to create inclusive library environments where everyone can benefit from the library's offerings and services.

Intellectual Freedom and Privacy

Intellectual freedom empowers people to think for themselves and to make informed decisions while respecting each individual's dignity and independence. Library workers encourage people to cultivate curiosity and form ideas by questioning the world and accessing information from diverse viewpoints and formats without restrictions or censorship. The right to privacy is a crucial safeguard to this freedom, ensuring everyone has the right to develop their thoughts and opinions free of surveillance.

Public Good

Public good is working to improve society and protect the rights to education, literacy, and intellectual freedom. Libraries are an essential public good and are fundamental institutions in democratic societies. Library workers provide the highest service levels to create informed, connected, educated, and empowered communities.

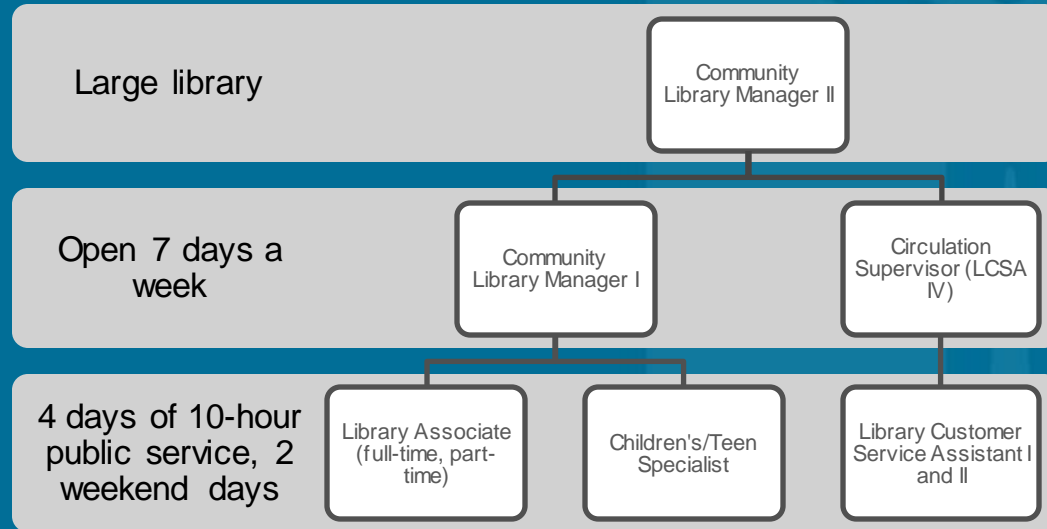
Sustainability

Sustainability means making choices that are good for the environment, make sense economically, and treat everyone equitably. Sustainable choices preserve physical and digital resources and keep services useful now and into the future. By supporting climate resiliency, library workers create thriving communities and care for our common good for a better tomorrow.

Public Services

- Library: 181 FTE
- Roughly 250 staff members, including temporary substitutes
- 190 in Public Services

Sample library location org chart



System-wide roles

- Youth and Family Services Manager
- Community Services Coordinators
 - Arts and Cultural Programs
 - Economic Opportunity
 - Community Services/Community Specialists
 - Mobile Library
 - Afterschool Community Learning Grant



Every day...

- Opening and closing procedures
- "On desk"
- "Off desk"
- Reference, circulation
- Programs and services
- A safe place, a sheltered place, a place to do life



We are here because of you

Basic needs

- Trauma-informed staff and social worker
- Bathrooms
- Drinking fountains
- Hats/gloves/socks/menstruation supplies
- Snacks/Lunches for youth 0-18
- Heating and cooling
- Referral services
- Community
- Solitude

Belonging

- Stay as long as you like
- No library card needed to access space and resources
- Space to meet with friends, interest groups
- Youth and adult programs run by caring staff
- Community Specialists that respond to individual and community needs with cultural fluency

Welcome

- Preferred names for library cards
- Prayer spaces
- Citizenship resources
- Resources and programs to explore and support your interests

Common questions

- Where can I charge this device?
- Where is my polling place?
- Do you have tax forms?
- Can I print this document?
- Do you have a notary?

What is a reference question?

- A request by a library user for information or assistance in locating information, which occurs in person, by telephone, by mail, by chat, or e-mail.
- Proceed with caution: medical, legal, tax questions



1026

The number of reference questions asked in our libraries during one week of quarter 2, 2024.

In 2023, SPPL had 1,148,443 in-person visits to locations – and over 3.7M visits to our sppLorg website and 2.1M successful uses of our sppl app.

3,000 people per day use our in-person locations

15,000 are using our library website or mobile app daily

18,000 people per day accessing library services in some way in our city.

thank you!



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