



City of Saint Paul

City Hall and Court House
15 West Kellogg Boulevard
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Legislation Text

File #: RES 19-148, **Version:** 1

Authorizing library officials to hold a Customer Service Improvement Day and a Staff Training Day

WHEREAS, the Saint Paul Public Library will conduct a Customer Service Improvement Day on May 6, 2019 for the purpose of providing intensive staff training at a cost not to exceed \$3,000.00. The \$3,000.00 will pay for space rental, associated fees, light breakfast and coffee in the morning, lunch for staff, equipment, supplies and speaker fees associated with this training day; and

WHEREAS, the Saint Paul Public Library will hold an in-house training session, to be held at a location to be determined on October 14, 2019 at a cost to not exceed \$4,500.00. The \$4,500.00 will pay for space rental, associated fees, light breakfast and coffee in the morning, and lunch for staff, equipment, supplies, and speaker fees associated with this training day; and

WHEREAS, the Saint Paul Public Library has received donated monies from the Friends of the Library, Perrie Jones Library fund, which will pay the entire cost for the events; and

WHEREAS, use of the money for staff training provides a benefit to the public by ensuring that Library staff can better meet the rapidly changing needs of the communities they serve and improving customer service; now, therefore, be it

RESOLVED, that Library officials are authorized to undertake the staging of the events and remit the cost not to exceed \$7,500 for the program to the proper parties.