



Announcing Expanded Staffed Library Hours in 2024

January 23, 2024

Greetings City partners,

I'm pleased to share that in March 2024, we are expanding staffed hours in Scott County Libraries. In the next few pages, you'll find a chart depicting the proposed new hours, updated contact information for library staff, and information about our Extended Access program. There are many moving parts to this, which is why we're also providing this communication in a printable for easier processing.

Over the next two months, Library Administration and Branch Managers will handle most of the logistics involved in changing our open hours. However, we will need assistance from City staff on facility-related tasks listed below. An updated contact list for our Branch Managers and Library Administration is included for your benefit if you have any questions about impacts to your branch.

We're excited to provide residents with additional staffed open hours, but we understand this is a partnership with your city and that even a modest increase in open hours could impact utility and maintenance costs. If you have any questions or concerns, please don't hesitate to contact me.

We'll continue to provide information as it becomes available. We deeply appreciate the resources and support provided to us by our City partners. I look forward to working together to shape the future of Scott County libraries.

Jennifer Schultz | Scott County Library Director
jschultz@scottlib.org | (952) 496-8568

Logistics Handled by Library Administration:

- Public announcements - to be released on or around February 5, 2024 (*please keep this information confidential until then*)
- Updating printed window hours signage and digital services (Google Maps, etc.)
- Modifying County-managed door schedules

What We'll Need from City Partners:

- Review the attached new schedule
- Notify both Jen Schultz (jschultz@scottlib.org) and the Branch Manager for your library if you foresee any impacts to cleaning schedules or facility maintenance, particularly if you have concerns about a budget impact.
- Notify Kristy Rieger (krieger@scottlib.org) if you'd like to do any coordinated City/Library communications on social media, etc.
- **Prior Lake** - modify City-managed door schedule

Belle Plaine	(952) 873-6767	bplibrary@scottlib.org
Elko New Market	(952) 496-8030	nmlibrary@scottlib.org
Jordan	(952) 496-8050	jolibrary@scottlib.org
New Prague	(952) 496-8026	nplibrary@scottlib.org



Prior Lake	(952) 447-3375	pllibrary@scottlib.org
Savage	(952) 707-1770	salibrary@scottlib.org
Shakopee	(952) 233-9590	shlibrary@scottlib.org
Administration	(952) 496-8010	linotices@co.scott.mn.us



Proposed Hours Changes - Starting March 4, 2024

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Belle Plaine 952-873-6767 <i>Extended Access</i> 6am - 10pm	Closed	2:00 - 8:00	10:00 - 4:00 12:00 - 6:00	2:00 - 8:00 10:00 - 6:00	10:00 - 4:00	Closed	Closed
Elko New Market 952-496-8030 <i>Extended Access</i> 6am - 10pm	10:00 - 4:00	2:00 - 8:00	10:00 - 4:00 2:00 - 8:00	Closed	10:00 - 4:00	Closed	Closed
Jordan 952-496-8050 <i>Extended Access</i> 6am - 10pm	2:00 - 8:00	10:00 - 4:00	2:00 - 8:00	Closed	Closed	10:00 - 2:00 9:00 - 2:00	Closed
Law Library 952-496-8713	8:00 - 4:30	8:00 - 4:30	8:00 - 4:30	8:00 - 4:30	8:00 - 4:30	Closed	Closed
New Prague 952-496-8026 <i>Extended Access</i> 6am - 10pm	12:00 - 8:00	10:00 - 6:00	12:00 - 8:00	10:00 - 6:00	Closed	10:00 - 2:00 9:00 - 2:00	Closed
Prior Lake 952-447-3375	12:00 - 8:00 10:00 - 8:00	10:00 - 6:00 10:00 - 8:00	12:00 - 8:00	10:00 - 6:00 10:00 - 8:00	10:00 - 4:00	10:00 - 2:00 9:00 - 2:00	Closed
Savage 952-707-1770	10:00 - 6:00 10:00 - 8:00	12:00 - 8:00 10:00 - 8:00	10:00 - 6:00 12:00 - 8:00	12:00 - 8:00 10:00 - 8:00	10:00 - 4:00	10:00 - 2:00 9:00 - 2:00	Closed 12:00 - 4:00
Shakopee 952-233-9590	2:00 - 8:00 10:00 - 8:00	10:00 - 6:00 10:00 - 8:00	2:00 - 8:00 12:00 - 8:00	10:00 - 6:00 10:00 - 8:00	10:00 - 4:00	10:00 - 2:00 9:00 - 2:00	Closed 12:00 - 4:00

Updated Library Contacts 2024

City Relationships, Safety & Security

Jennifer Schultz, Library Director
jschultz@scottlib.org | (952) 496-8568

Facilities, Meeting Rooms, & Signage

Sarah Geffre, Programs Coordinator
sgeffre@scottlib.org | (952) 496-8010

Belle Plaine, Jordan, & Shakopee Libraries

Kristy Limberg, Branch Manager
klimberg@scottlib.org | (952) 233-9593

Communications / Website, Technology, & Extended Access Program

Kristy Rieger, Technology Manager
krieger@scottlib.org | (952) 496-8646

Elko New Market & New Prague Libraries

Lori Weldon, Branch Manager
lweldon@scottlib.org | (952) 496-8027

Events, Programming, & Partnerships

Lisa Pollard, Learning & Outreach Manager
lpollard@scottlib.org | (952) 496-8645

Prior Lake & Savage Libraries

Olivia Todd, Branch Manager
otodd@scottlib.org | (952) 707-1772

Collection & Delivery Logistics

Sarah Ethier, Collection Development Manager
sethier@scottlib.org | (952) 496-8643

Intentionally Combining Staffed Hours with Self Service

We're expanding staffed library hours in part due to the success of Extended Access (EA), Scott County Library's self-service program. In short: implementing self-service periods has resulted in enthusiastic community demand for more library services overall. Since 2021, our hybrid service model - one of the first of its kind - has granted Scott County residents more opportunities to use libraries than most communities in the US. The model is also catching on, self service periods are now being launched in Dakota and Washington County Libraries. Thank you for helping us pioneer an innovative new service model. In 2024, we plan to launch EA in three more locations: Belle Plaine, Savage, and Prior Lake.

What City partners should know about Extended Access:

- EA is an add-on library card benefit, not a replacement for regular staffed library services.
- Library cardholders are not automatically granted self service privileges. Every EA user must visit a library in person to complete an orientation with staff and sign an agreement.
- The hours at each branch are 6am - 10pm. Everyone must leave at 10pm.
- Security cameras are recording at all times. We coordinate with law enforcement and other safety professionals to the best of our ability to ensure response procedures remain consistent.
- Maintaining a safe, welcoming atmosphere is our top priority. If you ever have concerns about the integrity of your buildings, please contact Library Director Jennifer Schultz.

How often self service is used:

To give a sense of how often the service is (or might be) used in your buildings, the data snapshot below shows the number of times Scott County residents unlocked the Jordan, Elko New Market, and New Prague Libraries last year. We also saw our registered user base more than double from 417 in 2022 to 963 by the end of 2023. If you're interested in more information about Extended Access use, general foot traffic, or other activities at your library, please let us know!

Unlocks Per Month

2023	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	EOY TOTAL	DAILY AVG
JO	401	344	427	375	387	476	472	483	407	452	410	387	5,021	15
ENM	118	158	154	170	171	189	212	195	196	171	183	195	2,112	6
NP						122	186	172	205	232	182	227	1,326	7
REG USERS (+NEW)	467 (+50)	514 (+47)	556 (+42)	587 (+31)	646 (+59)	716 (+70)	760 (+44)	818 (+58)	862 (+44)	898 (+36)	935 (+37)	963 (+28)	963 (+546)	

Resident Feedback: Who's Benefitting?

"Sometimes me + my younger child have 1 1/2 hrs to kill before dropping him off + picking up the older one. Extended access provides a spot for us to hang out that's beneficial for both kids. To have the ability to come in whenever I want to is amazing."



Early risers

- Commuters
- Seniors
- Quiet time preference
- Studying before class

"We are so happy with this additional option. It will work especially well in the winter when we need to go to the library while the sun is up, or when we are already out with the car."



Families

- Safe place to spend time with young children
- Homeschooling
- Convenient for busy family schedules

"My family and I really love and appreciate the extended access to the library. We hope this option stays, because we are able to enjoy and use the library more than we ever have. [...] We love everything about our Elko New Market library. Thank you for making this possible."

"Belle Plaine had a customer come in this evening raving about EA. They JUST recently got cards and I signed them up for EA right away. So they swung by Jordan over the weekend and were highly impressed! Her son is enrolled in a reading program where he has to read 1 million words. He complained there weren't any books at school (all checked out) so they were able to go and get some at Jordan."



Technology users

- Remote workers
- Limited connectivity or no home internet
- Print, fax, & copy needs
- Mobile device users

"It was a great experience and provided me a distraction free space to do my homework. I was so much more productive!"

"I use the library a lot to check my email, because I don't have internet access at home. It really helps me to be able to come here 7 days a week. THANK YOU!!!"

"I really appreciated being able to do the work I wanted to do at a time convenient to me, when I was going to be near the library, and not just during open hours."