

1300 W. St. Germain Street
St. Cloud, MN 56301
Tel. 320.650.2500 Fax 320.650.2501

Board of Trustees Meeting
Tuesday, July 16, 2019, 6:00 p.m.
St. Cloud Public Library Mississippi Room
Agenda

Public Open Forum—Total time: 10 minutes, each person limited to two minutes, speakers must address library related topics *not* already on the agenda, board members *will not* interact with public speaker (concerns are referred to management for follow-up), and all parties are expected to display appropriate behavior.

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| 1. Call to Order | 6:00 |
| 2. Adoption/Amendment of Agenda | 6:01 |
| 3. Approval of Minutes – May 21,2019, Board Meeting (Requested Action – Approve) | 6:02 |
| 4. Public Open Forum | 6:03 |
| 5. Financials | 6:07 |
| 5.1 Bills (emailed) and Addendum (on table) (Requested Action – Approve) | |
| 5.2 Financial Reports (emailed) (Requested Action – Accept) | |
| 6. Consent Agenda | 6:10 |
| 6.1 Arts & Cultural Heritage Fund FY2018 Final Report (on table) (Requested Action – Approve) | |
| 6.2 Arts & Cultural Heritage Fund FY2020 Application (Requested Action – Approve) | |
| 6.3 GRRL Board 2020 Meeting/Work Session Schedule (Requested Action – Approve) | |
| 6.4 Other | |
| 7. Communications | 6:15 |
| 7.1 Minnesota Public Library Report Acceptance Letter from MDE | |
| 7.2 Other | |
| 8. Presentations | 6:16 |
| 8.1 WIFI Hot Spots (verbal) | |
| 8.2 Other | |
| 9. Staff Reports | 6:30 |
| 9.1 Executive Director’s Report | |
| 9.2 Management Reports Including Strategic Plan Progress | |
| 9.3 Building Reports | |
| 9.4 Second Quarter Statistics | |
| 9.5 Human Resources Reports | |
| 9.6 Other | |
| 10. Committee Reports | 6:40 |
| 10.1 Finance Committee (verbal) (Requested Action – Approve) | |
| 10.2 Personnel Committee (verbal) (Requested Action – Approve) | |

11. Unfinished Business	6:45
11.1 Application for 501(c)(3) Status (Requested Action – Approve)	
11.2 GRRL 2020 Budget Proposal & Discussion (Requested Action – Approve)	
11.3 St. Cloud Library Lease (on table) (Requested Action – Approve)	
11.4 Other	
12. New Business	7:00
12.1 GRRL Policy Revisions (Requested Action – Approve)	
12.1.1 Technology	
12.1.2 Security	
12.2 Other	
13. Board Open Forum	7:05
14. Next Meeting – September 17, 2019, Board of Trustees	
15. Adjournment	7:10

**GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
May 21, 2019**

A regular session of the Great River Regional Library (GRRL) Board of Trustees was called to order on Tuesday, May 21, 2019, at 6:05 p.m. in the St. Cloud Public Library Mississippi Room with Board President Randy Winscher presiding.

Members Present:

Zurya Anjum
Wayne Bauernschmitt
Jeff Bertram
Dan Bravinder
Mary Eberley
Melissa Fee
Lisa Fobbe
Karlyn Forner
Dave Kircher
Leigh Lenzmeier
Ed Popp
Michael Potter
Fran Ramler
Randy Winscher

Members Excused:

Jayne Dietz

GRRL Staff Present:

Aron Murphy
Karen Pundsack
Julie Schmitz
Patricia Waletzko

ADOPTION/AMENDMENT OF AGENDA

Ed Popp made a motion to adopt the agenda as presented. Seconded by Lisa Fobbe, the motion carried unanimously.

APPROVAL OF MINUTES

Mary Eberley made a motion to approve the March 19, 2019, Board meeting minutes as presented. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

Mary Eberley made a motion to approve the April 16, 2019, Board special meeting minutes as presented. Seconded by Ed Popp, the motion carried unanimously.

Jeff Bertram made a motion to approve the March 19, 2019, Personnel Committee meeting minutes as presented. Seconded by Mary Eberley, the motion carried unanimously.

PUBLIC OPEN FORUM

There were no speakers for the Public Open Forum.

FINANCIAL REPORTS**Bills**

Dave Kircher made a motion to approve the April and May lists of bills for payment and the May list of bills addendum. Seconded by Zurya Anjum, the motion carried unanimously.

Financial Reports

Ed Popp made a motion to accept the March and April financial reports. Seconded by Jeff Bertram, the motion carried unanimously.

Auditor's Report by BerganKDV

Audit Manager Jackie Knowles of BerganKDV presented an overview of the GRRL Communications Letter and Financial Statements for the year ended December 31, 2018. The auditors are responsible for an independent audit of GRRL's financial statements and expressing an opinion on them. GRRL received an unmodified (or clean) opinion which is the best that can be offered. She pointed out one internal control finding – a lack of segregation of accounting duties. This finding is not new for GRRL or uncommon for an organization of our size. Jackie answered several Board member questions.

Jeff Bertram made a motion to approve the BerganKDV audit report for the year ended December 31, 2018. Seconded by Dan Bravinder, the motion carried unanimously.

Unassigned Fund Balance Annual Review

The Board reviewed GRRL's Unassigned Fund Balance report for the period December 31, 2017, to December 31, 2018. Accounting & Distribution Supervisor Aron Murphy pointed out the \$346,281.91 fund balance increase and \$5,314,770.91 total which equals 6.84 months of reserve operating expenditures.

Karen Pundsack reminded the Board about designated funds not yet spent on projects they approved in July 2018. Also noted was the unknown impact juvenile fines elimination will have on GRRL's budget.

Michael Potter made a motion to approve the 2019 Unassigned Fund Balance report. Seconded by Melissa Fee, the motion carried unanimously.

CONSENT AGENDA**Regional Library Basic System Support FY2020 Application**

The Board was informed the Regional Library Basic System Support (RLBSS) funding amount could change, but will not be known until this September. Dave Kircher made a motion to approve the RLBSS FY2020 application as presented. Seconded by Jeff Bertram, the motion carried unanimously.

COMMUNICATIONS**Summer Reading Program Appeal**

A Summer Reading Program (SRP) Appeal postcard was on the table. It was mailed last week to donors who have supported this regional program in prior years. Karen Pundsack stated the 2019 goal is approximately \$7,000. Donations will be monitored to see how this year's returns compare to last year.

PRESENTATIONS

There was no additional presentation.

STAFF REPORTS**Executive Director's Report**

Karen Pundsack added comments and updates to her report:

- Strategic Plan progress for first quarter 2019 is included in the management reports.
- The Content Workgroup update includes what they are doing to align our print and online marketing messages and social media presence.
- Associate Director – Human Resources Julie Schmitz has been gathering information to update the staffing calculator.
- Having similar goals, Partner for Student Success (PFSS) recently combined with the United Way to focus on St. Cloud area education initiatives. They have applied for two separate grants: Minnesota Department of Education –21st Century Community Learning Centers and Department of Health and Human Services – Whole Family Systems. GRRL has agreed to be project partners for both

grants. If received, we may be able to extend some projects from the Library Services & Technology Act grant – Breaking Down Barriers to Family Literacy.

- A legislative status was provided for bills including library initiatives. Board members were encouraged to request support for libraries by connecting with any senator they know who may have education committee influence.

Management Reports Including Strategic Plan Progress

The Board was informed the Locally Growin' campaign just wrapped up. This year's \$24,763.90 total exceeded the \$21,820 goal. Many individual branches exceeded their goals. It was noted that all proceeds raised stay at the local level.

Building Reports

Karen Pundsack stated the Howard Lake Library is open again, and all documents have been signed and submitted for the new Kimball Library building.

First Quarter Statistics

Several areas of the first quarter statistics report were highlighted:

- Digital library statistics are increasing again, possibly as a result of additional online promotion for digital resources.
- Borrower numbers seem have stabilized since the library card renewal project implementation.
- Program attendance dropped which may be due to inclement weather earlier in the quarter.
- Circulation statistics affected by the Howard Lake Library closure were pointed out.

Staff Recognition Report

The Staff Recognition report was reviewed. Karen Pundsack informed the Board an interim Howard Lake/Cokato Library Services Coordinator was recently appointed.

Human Resources Annual Statistics

When reviewing the Human Resources Annual statistics, it was noted that turnover is down. In response to a question about the hiring process and number of applicants for job openings, Julie Schmitz stated GRRL generally receives 10-20 applications for a position. That number is adequate and provides good candidates to select from.

COMMITTEE REPORTS

Finance Committee

Lisa Fobbe included the following items in the Finance Committee meeting report:

- Current Letter of Credit Designation – Bremer Bank periodically reviews GRRL's deposits and funds in transit, then adjusts GRRL's letter of credit according to the quarterly average daily balance. This adjustment could take place four to six times per year. The Committee agreed a verbal update of any adjustment would be sufficient going forward and approved the current letter of credit designation.
- Grant-funded GRRL Projects History Report – The Committee reviewed grant-funded GRRL projects since 2007. Each grant was briefly explained including how some of them continue to be supported. There was discussion about matching funds, who writes the grants, what determines which are applied for and how many applied-for grants were not received.
- 2020 Preliminary Budget & Discussion – The preliminary 2020 Budget was discussed and will be presented for final approval in July. It reflects an overall increase of 1.12% with a larger percent of the increase from non-signatory revenue. The state funding amount is not yet known.

- The Committee asked management to discontinue increasing GRRL's unassigned fund balance due to a strong reserve balance. Instead, the annual budget is to be adjusted with any end-of-year surplus effective after the 2020 budget.

Lisa Fobbe made a motion to approve the Finance Committee report as presented. Seconded by Michael Potter, the motion carried unanimously.

Fund Development Committee

Mary Eberley and Karen Pundsack included the following items in the Fund Development Committee meeting report:

- The Committee met on May 6.
- Central Minnesota Community Foundation representatives joined them to discuss fundraising insights.
- They also talked about the donor breakfast, Locally Growin' campaign, online giving levels and efforts to obtain 501(c)(3) for GRRL.

Library Safety & Security Committee

Dave Kircher included the following items in the Library Safety & Security Committee meeting report:

- At the meeting on May 16, new Committee member Library Services Coordinator Terri Deal-Hanson was introduced.
- Officer Steven Warner from the St. Cloud Police Department (SCPD) reviewed and discussed St. Cloud Library calls for service.
- Earlier this year, inoperable St. Cloud Library security cameras were reported to the City of St. Cloud. To date, there have been no repairs made. Officer Warner will bring the situation to the attention of a St. Cloud City Council member.
- The Committee was also informed by Officer Warner about the Vitals app used by police and first responders which allows them to receive medical and other information about a person when the responder is within certain proximity of the person.
- Dave Kircher informed the Committee about three libraries he visited for security audit purposes. Discussion took place regarding issues discovered, requests for mirrors and safety training.
- GRRL Security policy revisions were reviewed and discussed.
- Karen and Julie are looking into AEDs for all libraries as well as funding assistance from local clubs and grants.
- Also being explored for GRRL are apps or mobile panic buttons for staff use in emergency situations.

UNFINISHED BUSINESS

St. Cloud Library Lease Update

Karen Pundsack stated she sent an email to St. Cloud City Administrator Matthew Staehling inquiring about the St. Cloud Library lease status. He indicated a lease draft would be sent to GRRL by the end of May. She also emailed him following the Library Safety & Security Committee meeting regarding St. Cloud Library's inoperable security cameras. Today, Officer Steven Warner informed Karen that he met with Paul Brandmire, St. Cloud City Council Member and St. Cloud Public Library Board liaison, who is aware of the security camera issue and Crime Prevention Through Environmental Design (CPTED) recommendations for the library.

Library Development Plan Update

This month, the Leadership Support Team (LST) met to begin work on the Library Development Plan update. A brief summary is included in the Executive Director's report. The group focused on the statistics

and facilities sections of the document. Aron Murphy, Jay Roos and Karen Pundsack will work with the circulation data. The Patron Services Supervisors will update the facilities section.

Karen added that a list of Library Development and Strategic Plan meeting dates were sent via email to Board members should they want to attend and participate.

Labor Negotiations Discussion – Closed Session

Michael Potter made a motion to close the Board meeting at 6:49 p.m. pursuant to Minnesota Statute 13D.03 – closed meeting for labor negotiations strategy. Seconded by Mary Eberley, the motion carried unanimously.

Present for the closed session discussion were the Board members, Executive Director Karen Pundsack, Associate Director – Human Resources Julie Schmitz and attorney Frank Madden of Madden Galanter Hansen, LLP, via telephone.

Ed Popp left closed session at 7:11 p.m.

Michael Potter made a motion to reopen the Board meeting. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

The Board open meeting resumed at 7:20 p.m.

NEW BUSINESS

Conflict of Interest Policy

Karen Pundsack explained GRRL needed a Conflict of Interest policy for the 501(c)(3) status application. The format is based on an Internal Revenue Service template, other regional library systems were looked at, and legal counsel has reviewed it. The policy will be a new chapter in GRRL's Administration policies and applies to both Board and staff members.

Mary Eberley made a motion to approve the Conflict of Interest policy as presented. Seconded by Michael Potter, the motion carried unanimously.

BOARD OPEN FORUM

Board member comments included county happenings, a Happy Memorial Day to everyone and an invitation to attend an interfaith dinner ending the month of Ramadan on May 24.

NEXT MEETINGS

The Great River Regional Library Board of Trustees announced the next meetings to be held on Tuesday, July 16, 2019, in the St. Cloud Public Library Mississippi Room: Finance Committee, Personnel Committee and GRRL Board.

ADJOURNMENT

Jeff Bertram made a motion to adjourn the meeting at 7:25 p.m. Seconded by Mary Eberley, the motion carried unanimously.

Randy H. Winscher, President

Michael Potter, Secretary

July 16, 2019



**ARTS AND CULTURAL HERITAGE FUND (ACHF)
Regional Library System Application Narrative Form
State Fiscal Year 2020 (July 1, 2019 – June 30, 2020)**

The regional library system named below applies for funds as authorized and provided for in [2019 Minnesota Special Session Laws, Chapter 2—SF.No 3, Article 4, Section 1, Subdivision 5.](#)

A completed application, due July 18, 2019, 4:30 p.m., includes:

- This narrative form including assurances with signature(s) (pdf)
- Completed budget form (Excel spreadsheet)

Please submit the signed original application documents to [Jennifer Nelson](#) at State Library Services.

Regional library system name and address:

Great River Regional Library
1300 West Saint Germain Street
St. Cloud, MN 56301

Name, phone, and email address of regional library system administrator:

Karen Pundsack
(320) 650-2512
karenp@grrl.lib.mn.us

Name, phone, and email address of regional library system ACHF program coordinator:

Beth Ringsmuth Stolpman
(320) 650-2510
bethr@grrl.lib.mn.us

Name, phone, and email address of regional library system finance manager:

Aron Murphy
(320) 650-2541
aronm@grrl.lib.mn.us

Regional library system DUNS Number:

095291803

AUTHORIZED SIGNATURES

The information in this application is true and correct to the best of our knowledge. We understand and agree to comply with the Arts and Cultural Heritage Fund grant program assurances and all other applicable state policies.

Signature _____

Printed Name **Randy H. Winscher**

Chair, Regional Library System Governing Board

Date **July 16, 2019**

Signature _____

Printed Name **Karen Pundsack**

Regional Library System Administrator

Date **July 16, 2019**

ARTS AND CULTURAL HERITAGE FUND

Regional Library System Grant Program Assurances

The regional library system assures that it will comply with the following:

1) Use of Funds - Funds shall be used only for purposes specified in the approved grant application or approved by the director of State Library Services in an amendment to the original application submitted under provisions of Minnesota Rules, [Chapter 3530](#). The purpose of the grant is to provide educational opportunities in the arts, history, literary arts, and cultural heritage in order to expand arts, arts education, and arts access and to preserve Minnesota's history and cultural heritage. These funds may be used to sponsor projects provided by regional public libraries, or to provide grants to local arts and cultural heritage programs for projects in partnership with regional public libraries. A recipient may not incur expenses on the grant award prior to the execution of the grant agreement.

Funds may not be used for the benefit of state employees, which includes, but is not limited to, reimbursement for any of their expenditures, including travel expenses, alcohol purchases, costs of registration fees for training sessions or educational courses presented or arranged, payments to state employees for presentations at workshops, seminars, etc., whether on state time, vacation time, leave of absence or any other non-work time.

Reimbursement for travel and subsistence expenses actually and necessarily incurred by grantee in performance of this project will be paid provided that the grantee shall be reimbursed for travel and subsistence expenses in the same manner and in no greater amount than in the current "[Commissioner's Plan](#)," promulgated by the Commissioner of Minnesota Management & Budget (MMB).

2) Terms of Acceptance - These funds are granted to the Regional Library System under (session law) and in accordance with Minnesota Statutes [16B.97](#) Grants Management and [16B.98](#) Grants Management Process requirements. By accepting an award the Grantee agrees to comply with all provisions of the award including all assurances and certifications made in this application and in the executed Official Grant Award Notification (OGAN), and all applicable state or federal statutes, regulations, and guidelines. The Grantee agrees to administer the program in accordance with the approved application, budget, timelines, and other supplemental information submitted in support of the approved application. Grant goals and objectives should be carried out in accordance with the guidelines established by the Minnesota Department of Education. The Constitutional Amendment (Article XI, section 15) of the Minnesota Constitution that established the grant program states that ACHF must supplement traditional sources of funding, and may not be used as a substitute or to supplant existing funding sources.

3) Grant Agreement Components - The grant agreement between the regional library system and MDE consists of the signed application and budget (including assurances), Official Grant Award Notification (OGAN), and the MDE Arts and Cultural Heritage Fund Grant Guidelines. The Grantee shall comply with all required grants management policies and procedures under Minnesota Statutes, [Chapter 16B.97](#) except when superseded by specific instructions contained herein.

4) Payments - Payments will be distributed in ten equal payments beginning in Fall 2018.

5) Program Reporting - Reports summarizing grant activities and outcomes, including any data collected, requested or related to the grant program are due to MDE as follows:

a) **Interim Progress Reports** including 1) an executive summary of accomplishments, and 2) a spreadsheet with details about each of the projects paid for with funds from state fiscal year 2018 are due to MDE by September 30 of each year of the grant.

b) A **Completion Report** must be submitted within 90 days of fully expending your state fiscal year 2018 allocation or by July 30, 2021, whichever comes first. A Completion Report includes but is not limited to 1) a final executive summary of accomplishments, including any data requested; 2) a spreadsheet with details about each of the projects paid for with funds from the identified fiscal year; and 3) other materials as requested by MDE program staff or required by the state funding source.

c) Information in the Completion Report is cumulative with Interim Progress Reports. A Completion Report updates and adds to previously submitted Interim Progress Reports, and closes out the spending of the state fiscal year 2018 allocation by itemizing, on a project by project basis, how the total allocation was spent.

6) **Financial Reporting - Financial Reporting Forms** summarizing grant expenditures shall be submitted in the form and manner prescribed by MDE, as follows:

a. Financial Reporting Forms shall be submitted quarterly and separately for each grant year until all funds are expended through the end of grant term, as follows:

Time period	Due date
September 1, 2019 – December 31, 2019	January 31, 2020
January 1, 2020 – March 31, 2020	April 30, 2020
April 1, 2020 – June 30, 2020	July 31, 2020
July 1, 2020 – September 30, 2020	October 30, 2020
October 1, 2020 – December 31, 2020	February 1, 2021
January 1, 2021 – March 31, 2021	April 30, 2021
April 1, 2021 – June 30, 2021	July 30, 2021

b. The Grantee must track the ACHF grant budget and expenditures separately from other organization budgets.

7) **Budget Revisions** - The Grantee must receive prior written approval from MDE for any budgetary changes of approved line item amounts greater than 10% of the total grant award available for expenditure during the grant period. Total budget line item deviations exceeding 10% of the total award must be approved in writing by MDE prior to incurring the expenditure. In its request for approval, the Grantee must include supporting information to justify why the change is necessary. MDE is not legally obligated to approve expenditures incurred on budget line item changes that exceed 10% of the total award for which prior approval has not been granted. The Grantee may not incur expenditures within a budget line item that is not included in the approved budget without the written approval of MDE.

8) **Continuation of Future Funding** - Continuation of future funding is contingent upon satisfactory performance. The Grantee is responsible for:

- Submitting statutorily-compliant reports in a timely manner.
- Ensuring all ACHF-funded projects comply with ACHF intent, goals and desired outcomes.
- Satisfying all applicable ACHF requirements.
- Submitting an application with work plan and budget for Fiscal Year 2019 ACHF funds.

9) **Discontinuation of Participation** - If participation by a regional library system or a member local governmental unit is discontinued, ownership of the discontinuing system's or unit's assets purchased with Arts and Cultural Heritage Funds, including cash or the fair market value of such assets, cannot be transferred by the applicant and shall revert to the Minnesota Department of Education (MDE) for reassignment for library services elsewhere. (Minnesota Rules, [Chapter 3530.0200](#), Subp. 4(C).

10) **Cancellation**

- a) **Cancellation With or Without Cause.** An award contract may be cancelled by the state at any time, with or without cause, upon thirty (30) days' written notice to the Grantee. Upon termination, the Grantee will be entitled to payment, determined on a pro rata basis, for services satisfactorily performed and for approvable expenditures.
- b) **Cancellation Due to Discontinued or Insufficient Funding.** It is expressly understood and agreed that in the event the funding to the state from appropriations by the Minnesota Legislature is not obtained and/or continued at an aggregate level sufficient to allow for the Grantee's program to continue operating, the grant shall immediately be terminated upon written notice by the state to the Grantee. The state is not obligated to pay for any services that are provided after notice and effective date of termination. However, the Grantee will be entitled to payment, determined on a pro-rata basis, for services satisfactorily performed and approvable expenditures incurred prior to termination to the extent that funds are available. The state will not be assessed any penalty if the grant is terminated because of a decision of the Minnesota Legislature not to appropriate funds. The state must provide the Grantee notice within a reasonable time of the state receiving notice.
- c) **Cancellation Due to Failure to Comply.** The state may cancel an award contract immediately if the state finds that there has been a failure to comply with the provisions of an award, that reasonable progress has not been made, or that the purposes for which the funds were awarded/granted have not been or will not be fulfilled. The state may take action to protect the interests of the state of Minnesota, including the refusal to disburse additional funds and requiring the return of all or part of the funds already disbursed.
- d) **In the event of any cancellation,** the state will recover any unexpended funds that have not been accounted for in an accepted financial report to the State.

11) **Conditions of Payment**

- a) The Grantee must comply with the Minnesota Constitution, [article XI](#), section 15, and may not substitute money received from the Arts and Cultural Heritage Fund for a traditional source of funding.
- b) The Grantee must promptly return to the state any unexpended funds that have not been accounted for annually in a financial report to the state due at grant closeout.
- c) **Payments to individuals:** The Grantee must ensure that every individual receiving money from this grant in exchange for work, services, performances or participation, complete IRS form W-4, W-8 or W-9, depending upon the individual's employment or citizenship status. All payments to individuals must comply with federal and state tax laws and reporting requirements.

12) **Amendments** - Any amendments to this award shall be in writing and shall be executed by the same parties who executed the original award, or their successors. An amendment must be requested 45 days prior to the end date of the award period and is valid and effective upon written approval from the MDE Authorized Representative or their delegate. No amendments will be considered on expired grant awards.

13) **Civil Rights Act** - The provisions of Title VI of the Civil Rights Act of 1964, (42 USC Sec. 2000d et seq.), its regulations and all other applicable federal and state laws, rules and regulations. (Minnesota Rules, [Chapter 3530.0200](#), Subp. 4(D)).

14) **Internet Safety** - The regional library system and its members/branches are in compliance with *Minnesota Laws 2000, Chapter 489, Article 6, Section 27*, section (a) so that all public library computers with access to the Internet available for use by children under the age of 17 restrict, including by use of available software filtering technology or other effective methods, all access by children to material that is reasonably believed to be obscene or child pornography or material harmful to minors under federal or state law, and section (c) so that the library prohibits, including through the use of available software filtering technology or other effective methods, adult access to material that under federal or state law is reasonably believed to be obscene or child pornography.

The regional library system and its members/branches are in compliance with *Minnesota Laws 2000, Chapter 492, Article 1, Section 49, Subd. 5A*, and has adopted a policy to prohibit library users from using the library's Internet access workstations to view, print, or distribute material that is obscene within the meaning of *Minnesota Statutes 2018 Chapter 617, Article 241*.

15) **Audits** - An independent auditor's report of the regional library system's general purpose financial statements in accordance with generally accepted auditing standards and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States shall include audit of the Arts and Cultural Heritage funds as a unique categorical fund account. The audit shall be submitted no later than 180 days after the close of the system's fiscal year. (Minnesota Rules, [Chapter 3530.1200](#)).

Financial Reconciliations/Monitoring and Supporting Documentation

- a) **A financial reconciliation or desk review** of reported expenditures to supporting documentation will occur at least once during the award period on grants that exceed \$50,000. MDE will request supporting documentation for review and reconciliation of at least two (2) budget line item expenditures based on a Financial Reporting Form submitted by the Grantee.
- b) In the event **a monitoring visit(s)** is required by MDE, the Grantee shall cooperate with MDE and shall comply with MDE's requests for documentation and other information, before, during and/or after the visit(s).
- c) Financial documentation to support expenditures incurred under this award must be maintained by the Grantee and provided to MDE upon request. The Grantee's books, records, documents and accounting procedures and practices of the Grantee or other party that are relevant to the grant or transaction are subject to examination by the granting agency and either the legislative auditor or the state auditor, as appropriate, for a minimum of six years from the grant agreement end date. (Minnesota Statutes §16B.98, Subdivision 8)

State and Federal Audits The books, records, documents and accounting procedures and practices of the Grantee shall be subject to examination by state or federal auditors, as authorized by law. Minnesota Statutes, [Chapter 16C.05](#), subd. 5, requires the state audit clause be in effect for a minimum of six years. Federal audits shall be governed by requirements of federal regulations.

- a) Under Minnesota Statutes, [Chapter 16B.98](#), Subd. 8, the Grantee's books, records, documents, and accounting procedures and practices relevant to this grant contract are subject to examination by the State and/or the State Auditor or Legislative Auditor, as appropriate, for a minimum of six years from the end of the grant contract end date, receipt and approval of all final reports, or the required period of time to satisfy all state and program retention requirements, whichever is later.
- b) If the Grantee (in federal OMB Circular language known as "subrecipient") receives federal assistance from the state of Minnesota, it will comply with the Single Audit Act of 1984 as amended and [OMB circular A-133](#), "Audits of States, Local Governments and Non-Profit Organizations" for audits of fiscal years beginning after June 30, 1996; or,
- c) The Grantee will provide copies of the single audit reporting package (as defined in A-133 section 320(c)), financial statement audits, management letters and corrective action plans to the state, the Office of the State Auditor, Single Audit Division or Federal Audit Clearinghouse, in accordance with [OMB A-133](#).

Examination and Audit of Accounts and Records The state or its representative shall have the right to examine books, records, documents and other evidence and accounting procedures and practices, sufficient to reflect properly all direct and indirect costs and the method of implementing the award. The Grantee shall make available at its office and at all reasonable times before and during the period of record retention, proper facilities for such examination and audit.

16) **Subgrantees/Subcontractor/Consultant Services** - If the Grantee deems it necessary to contract with outside resources for service delivery, consulting services or technical assistance, a formal agreement must be drawn. The negotiated fees should be reasonable and align with current costs for similar work. The contract executed with each contractor should not allow for work or obligations to begin before the executed date of this grant project and the contract should not extend beyond the end date of the grant project. The work duties should be clearly defined and should explain what initiative the work is related to and the outcome expected from the contractor including due dates for drafts, etc. The contract should outline the payment and invoicing terms. If travel expenses are included as part of the contract terms, maximum travel reimbursement costs should not exceed the [Commissioner's Plan](#). Receipts for travel reimbursements should be submitted along with expense reimbursement requests and invoices prior to reimbursements. The inclusion of a cancellation clause in contracts is recommended. A copy of the contract agreement is to be retained by the Grantee.

The grant agreement for local units of government incorporates the requirements of Minnesota Statutes, [Section 471.345](#).

The grant agreement for nongovernmental organizations incorporates these best practices:

- a) Any services and/or materials that are expected to cost \$20,000 or more must undergo a formal notice and bidding process.
- b) Any services and/or materials that are expected to cost between \$10,000 and \$19,999 must be scoped out in writing and offered to a minimum of three (3) bidders.

- c) Any services and/or materials that are expected to cost between \$5,000 and \$9,999 must be competitively based on a minimum of three (3) verbal quotes.
- d) Support documentation of the bidding process utilized to contract services must be included in the Grantee's financial records, including support documentation justifying a single/sole source bid, if applicable.
- e) For projects that include construction work of \$25,000 or more, prevailing wage rules apply per Minnesota Statutes, [Chapters 177.41](#) through [177.44](#) consequently, the bid request must state the project is subject to *prevailing wage*. These rules require that the wages of laborers and workers should be comparable to wages paid for similar work in the community as a whole. A prevailing wage form should accompany these bid submittals.

17) **Liability** - Grantee agrees to indemnify and save and hold the State, its agents and employees harmless from any and all claims or causes of action, including all attorneys' fees incurred by the State arising from the performance of the award by Grantees, agents or employees. This clause shall not be construed to bar any legal remedies Grantee may have for the state's failure to fulfill its obligations pursuant to the award and subsequent awards.

18) **Use of Works and Documents** - Grantee owns any works or documents developed by the Grantee, its employees, agents, subcontractors, either individually or jointly with others in the performance of this contract unless otherwise negotiated by the Grantee with its subcontractor(s). The State will have royalty free, non-exclusive, and irrevocable right to reproduce, publish, or otherwise use, and to authorize others to use, the works or documents for government purposes.

Definitions. *Works* means all inventions, improvements, discoveries (whether or not patentable or copyrightable), databases, computer programs, reports, notes, studies, photographs, negatives, designs, drawings, specifications, materials, tapes, and disks conceived, reduced to practice, created or originated by the Grantee, its employees, agents, and subcontractors, either individually or jointly with others in the performance of this contract. *Works* includes "*Documents*." *Documents* are the originals of any databases, computer programs, reports, notes, studies, photographs, negatives, designs, drawings, specifications, materials, tapes, disks or other materials, whether in tangible or electronic forms, prepared by the Grantee, its employees, agents or subcontractors, in the performance of this contract.

19) **Publicity** - Any publicity regarding the subject matter of this grant contract must comply with Minnesota Laws, 2011, 1st Special Session, [Chapter 6](#), Article 5, Section 5 which amended Minnesota Statutes, [Chapter 129D.17](#) subd. 2(g) to require use of the Arts and Cultural Heritage Fund logo when practicable. All projects funded by the ACHF must publicly credit the fund, including on the Grantee's website when practicable. Publicity and logo guidelines are detailed on the [Legacy website](#). The Grantee must not claim that the State endorses its products or services.

20) **Conflict of Interest** - In accordance with the Minnesota Office of Grants Management [Policy 08-01](#), the Grantee will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or present the appearance of personal or organizational conflicts of interest, or personal gain.

21) **Government Data Practices** - The Grantee and the State must comply with the Minnesota Government Data Practices Act, Minnesota Statutes, [Chapter 13](#), as it applies to all data provided by the State under the award, and as it applies to all data created collected, received, stored, used, maintained or disseminated by the Grantee under the award. The civil remedies of Minnesota Statutes, [Chapter 13.08](#) apply to the release of the data referred to in this paragraph by either the Grantee or the State. If the Grantee

receives a request to release the data referred to in this paragraph, the Grantee must immediately notify the State. The State will give the Grantee instructions concerning the release of the data to the requesting party before the data is released.

22) **Data Disclosure** - Under Minnesota Statutes, [Chapter 270C.65](#), and other applicable law, the Grantee consents to disclosure of its SWIFT Vendor ID Number, Social Security number, DUNS number, federal employer tax identification number and/or Minnesota tax identification number, already provided to the State, to federal and state tax agencies and state personnel involved in the payment of state obligations. These identification numbers may be used in the enforcement of federal and state tax laws which could result in action requiring the Grantee to file state tax returns and pay delinquent state tax liabilities, if any.

23) **Worker's Compensation** - Grantee certifies that it is in compliance with Minnesota Statutes, [Chapter 176.181](#), subd. 2, pertaining to workers' compensation insurance coverage. The Grantee's employees and agents will not be considered state employees. Any claims that may arise under the Minnesota Workers' Compensation Act on behalf of these employees and any claims made by any third party as a consequence of any act or omission on the part of these employees are in no way the State's obligation or responsibility. (Exemption/Waiver as allowed under law.)

24) **Governing Law, Jurisdiction and Venue** - Minnesota law, without regard to its choice-of-law and provisions, governs the award. Venue for all legal proceedings arising out of the award, or its breach, must be in the appropriate state or federal court with competent jurisdiction in Ramsey County, Minnesota.

25) **Pre-Award Work and Pre-Award Costs** - The grantee understands that no work should begin and no pre-award costs would be covered under this award until all required signatures have been obtained; an Official Grant Award Notification (OGAN) has been issued or other award documentation has been received and the grantee is notified to begin work by the state's program authorized representative or their designee. If an exception to this is determined necessary by MDE, the grantee would be informed in writing or email by the state's program authorized representative or designee.

26) **Grantee's Grant Program Representative** - The applicant's Program Contact Representative will be named on the OGAN or other award information. If the Program Contact Representative or official with authority to sign changes at any time during the grant award period, the applicant/grantee must immediately notify the state.

ARTS AND CULTURAL HERITAGE FUND

Regional Library System Grant Program Application

1. Please describe how your regional library system anticipates using its state fiscal year 2020 ACHF allocation to achieve the goals of the [ACHF legislation](#), which are to provide educational opportunities in the arts, history, literary arts and cultural heritage of Minnesota.

GRRRL plans to continue offering programming planned by local staff, as well as regionally-planned offerings. In general, programs consist of art workshops, music performances, history presentations, theatre performances, author presentations, and performances for children that are artistic in nature.

2. Will your organization use ACHF funds for administrative costs? Please check yes or no.

Yes No

If yes, please identify the amount you anticipate spending on administration on the budget form. Please briefly describe how your organization's ACHF administrative funds are used:

Administrative costs are used to offset time spent by administrative staff on activities related to offering these events (promotion, accounting, and planning time).

3. Does your organization intend to subgrant ACHF Funds? Please check yes or no.

Yes No

If yes, please identify the amount you anticipate subgranting under "Other" on the budget form. Please briefly describe your organization's subgranting process(es).

4. Authorizing legislation requires recipients to measure the outcomes of ACHF projects. Expected outcomes are described in the [Legislative Guide](#). These include, but are not limited to:

- Arts, culture and history will be interwoven into every facet of community life.
- Increased Minnesotans of all ages, ethnicities, abilities and incomes who participate in the arts, culture and history.
- Increased student exposure to professional performing arts, and the work of professional artists.
- Increased knowledge and awareness of the way that history affects people's lives and how that knowledge can help people make informed decisions for the future.

Outcomes of ACHF projects must be reported to the Legislative Coordinating Commission for inclusion on the [Legacy website](#). Required reporting asks for both proposed and realized outcomes as well as participation/attendance.

Briefly describe how you plan to establish, track and measure outcomes for ACHF projects based on reporting requirements. Indicate how you will evaluate success in achieving ACHF outcomes as described on page 11 of the ACHF [Legislative Guide](#).

Feedback surveys are available at every GRRRL program, specific to gathering attendees' changes in attitude, behavior, knowledge, etc. after Arts & Cultural Heritage programs; feedback is reviewed regularly and compiled annually to ensure intended outcomes are being met.

5. Please share any additional information about how the Arts and Cultural Heritage Fund will contribute to your capacity to offer arts, history, literary arts and cultural heritage learning experiences to Minnesotans.

Without this funding, GRRL would not be able to offer high quality arts, culture, and history programming to our patrons. GRRL is able to offer art workshops, lectures, presentations, performances, concerts, author visits, and many other program offerings with this funding.

Thank you for completing the FY2020 ACHF application.

**ARTS AND CULTURAL HERITAGE FUND (ACHF)
REGIONAL LIBRARY SYSTEM
BUDGET APPLICATION FORM**

State Fiscal Year 2020 (July 1, 2019-June 30, 2020)



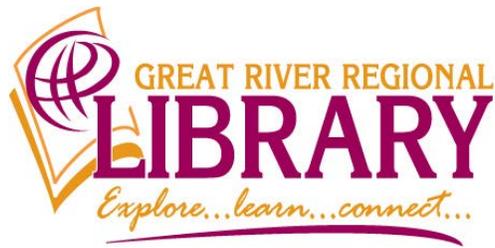
Regional library system name: Great River Regional Library

Full-time equivalents (FTE) funded with ACHF :

Use the total FTE represented by all regional library system staff--both program administration and other--who will be paid using ACHF. Calculated as total # hours planned divided by 2,080.

Budget items (used to create Financial Reporting Form)	FY20 Estimated Expenditures	Notes
Administration (up to 5%)	\$5,252.25	
Statewide initiative (up to 10%)	\$0.00	
Other (auto sums from info entered below)	\$204,837.78	
TOTAL	\$210,090.03	

Other estimated expenses (will be included above)	FY20 Estimated Expenditures	Notes
Contracted services	\$177,337.78	
Personnel	\$7,000.00	
Subgrants	\$0.00	
<i>Other: Advertising</i>	\$20,000.00	
<i>Other: Collection</i>	\$500.00	
Total Other	\$204,837.78	



1300 St. Germain Street West
St. Cloud, Minnesota 56301
Tel. 320.650.2500 Fax 320.650.2501

Board of Trustees 2020 Meeting Schedule St. Cloud Public Library at 6:00 p.m.

The scheduled dates are the third Tuesday of the month.
Special meetings are outside of the regular schedule, notice pursuant to Minn. Statute 13D.04, Subd. 1

January 21 – Annual Meeting

February 18 – Work Session

March 17

April 21 – Work Session

May 19

June 16 –Work Session

July 21

August 18 – Work Session

September 15

October 20 – Work Session

November 17

December 15 – Work Session

July 16, 2019



July, 2019

Great River Regional Library
1300 West St. Germain St.
St Cloud, MN 56301

Dear Board President:

Minnesota Statutes 134.13 requires the board of a public library to submit an annual report to the Department of Education no later than April 1 each year. State Library Services appreciates your timely submission and accepts the library's report for 2018.

The information and performance measures in the Minnesota Public Library Report are used to assess and improve public library services by decision makers and other stakeholders at the federal, state and local levels.

Public libraries remain popular community assets throughout the state. In 2018, there were more than 3.8 million registered public library customers—seven out of ten Minnesotans. Minnesota libraries owned almost 23 million items for loan to customers. Customers borrowed or downloaded those items 52 million times. Customers went online during 11.3 million library computer and wireless sessions. Libraries sponsored 72,239 programs that attracted more than 1.6 million diverse individuals of all ages. Public library use was greater in 2018 than any prior year.

Report data for all Minnesota public libraries is accessible from the State Library Services Statistics page (<https://education.mn.gov/MDE/dse/Lib/sls/stat/>) on the Minnesota Department of Education website. 2018 annual reports will be added in July.

Thank you for your library's contribution.

Sincerely,

Joe Manion

Joseph Manion

Library Development and Services Specialist
651-582-8640 | joe.manion@state.mn.us

Minnesota Department of Education

1500 Highway 36 West, Roseville, MN 55113
education.mn.gov

July 16, 2019

Executive Director's Report July 2019

Strategic Plan Updates

Organizational Priority: Operational Excellence

In May, we conducted a community meeting in Richmond. In response to our email sharing the results, an area legislator and the school superintendent expressed appreciation for the meeting summary. We also scheduled a meeting in Paynesville, but no one attended.

GRRL submitted letters of support for two Partner For Student Success/United Way grant projects. I participated in a site visit at the end of May for the Whole Family Systems grant. We await word on whether St. Cloud will be selected as a grant site. They did receive the 21st Century Learning Centers grant. This is a three-year grant, with the opportunity to apply for an additional three years. As a grant partner, GRRL may be contracting to extend library services to grant-designated sites. This would allow us to extend the work of the Breaking Down Barriers to Family Literacy grant.

Leadership Support Team (LST)

In May, we reviewed Borrower Workgroup recommendations. Several recommendations were already under way as part of other projects. Communications & Development Coordinator Breanne Johnson shared the updated draft Communications Plan. The plan in its final form will create transparency and a shared understanding of how GRRL wants to be perceived by the public. We also reviewed the inclement weather policy and procedures. Several issues arose this past winter about when and whether to close. As a next step, we will review procedures with Library Services Coordinators (LSC) at the next Regional Staff Meeting in August.

We also looked at data on credit card payments to GRRL. Associate Director – Information Technology Jay Roos and Accounting & Distribution Supervisor Aron Murphy investigated Payment Card Industry (PCI) compliance requirements and processor fees. We will be eliminating credit card payment terminals at several locations due to a recent increase in fees.

Library Development

LST met June 17th to continue work on the Library Development Plan update. Our last meeting focused on open hours evaluation. We reviewed changes made at several libraries and whether they increased library usage. Our next meeting will focus on facility needs.

Council of Regional Public Library System Administrators (CRPLSA)

We are again seeing leadership changes across regional public library systems in the state. Of the 12 regions, five will have new directors this year. Jim Trojanowski is moving from Plum Creek to Northwest Regional Library. Plum Creek continues to search for a replacement. Kitchigami and MELSA each have new directors this month due to retirements. Viking Library System recently hired their new director as well.

CRPLSA representatives, including myself, will be meeting this week with officials from Minnesota Department of Education (MDE) to talk about state funding. The legislature took no action on RLBS or RLTA funding last session. We aim to align our goals for these funding streams with State Library Services and MDE going into next legislative session.

I also attended a Minnesota Library Partners (MLP) steering committee meeting in June as CRPLSA representative. MLP is a partnership between Minnesota Library Association, CRPLSA, Minnesota Multitypes and Information and Technology Educators of Minnesota (ITEM). We share a contract for Capitol Hill and Associates as library lobbyist.

Minitex Director Search Committee

Since April, I have served on the Minitex director search committee as a cooperative representative. Minitex is a joint program of the University of Minnesota Libraries and the Minnesota Office of Higher Education. Their offerings include interlibrary loan, statewide databases, the Minnesota Digital Library and Ebooks Minnesota. This is an important position that provides services to academic, public, school, state government, and special libraries and works cooperatively to improve library service for their users in Minnesota, North Dakota, and South Dakota. Two candidates participated in full-day interviews, but the position remains open. The position is reposted, and the nationwide search continues.

Highlighted Executive Director Activities since January Board Meeting

May 22 - LST Board follow-up meeting, LSTA site visit with State Library Services
 May 23 – CRPLSA online meeting
 May 28 – Partner For Student Success Partner Champion Council
 May 29 – LST meeting
 May 30 – PFSS/United Way grant site visit
 May 31 – St. Cloud Chamber Government Affairs advisory committee, preliminary Minitex director search interviews
 June 4 – Meeting with Phil Schroeder – PFSS Career Planning and Post-Secondary Readiness
 June 5 – MLA Legislative Committee online meeting
 June 11 – Noon Optimist Club presentation
 June 12 – Minitex director search interviews
 June 13 – Minitex director search interviews
 June 14 – St. Cloud Chamber Government Affairs Legislative Wrap-up
 June 17 – LST Library Development meeting
 June 19-20 – MCIT Managing the Human Resource workshop
 June 25 – Minnesota Library Partners Steering Committee
 June 26 – LST meeting, met with Rep. Lisa Demuth
 June 27 – MCIT Essentials of Data Practices for Responsible Authorities training
 July 1 – Sinclair Lewis dedication in Sauk Centre
 July 8 – Meeting with Paynesville city administrator re: facility
 July 10 – LST Library Development meeting, Day at the Desk in Pierz
 July 12 – St. Cloud Chamber Government Affairs Advisory committee, CRPLSA meeting with MDE representatives
 July 15 – LSTA site visit with State Library Services

Management Reports July 2019

Brandi Canter
Lead Patron Services Supervisor

Strategic Plan Progress

Service Priority: Literacy

As part of the overall Strategic Plan, we've set goals to increase the number of locally-staffed "Tech Help" programs. These programs provide an opportunity for patrons to sign up for time to work with staff one-on-one with a variety of technology questions that may be a little too involved for drop-in support. Our goal throughout 2019 is to have at least two-thirds of libraries offer at least three tech help times with local staff. So far in the first half of the year, 14 libraries have offered 47 programs to 69 attendees.

Meanwhile, we've also continued our popular regional programs of Book A Librarian and Regional Tech Tutors. From January to the end of June, our Patron Services Librarians assisted 31 patrons for almost as many hours through Book A Librarian. Almost half of these sessions (44 percent) were for device support – help with tablets, smartphones, or basics like internet searching. Another 32 percent were for help with job applications, using Google docs, research, or other productivity tasks. About 20 percent of sessions were for help with e-readers and the digital collection. In addition, seven libraries have scheduled 23 regional Tech Tutor sessions, attended by 46 patrons. Half of these were for assistance with personal devices.

Personnel

It's been a busy couple of months, with a number of staff turnovers and projects. We said goodbye and happy retirement to Library Services Coordinators (LSC) Sheila Rieke (Cokato/Howard Lake) and Judy Weis (Foley). Both have done great work at their respective libraries, and we wish them well in their newest adventures.

Sara Koivisto, formerly a Library Assistant for Cokato and Howard Lake, has started as the new LSC there. We've received great feedback from staff and stakeholders about her work. In addition, Terri Deal-Hansen, current LSC in Royalton, will take over shared-branch management of Foley and Royalton. We've also heard very positive feedback about Terri's work in Royalton, so we're excited about what she'll bring to the Foley community.

Associate Director – Human Resources Julie Schmitz and her department have helped me tremendously with other vacancies during this period, stepping in to help with the interviewing and additional onboarding. In that vein, please join me in welcoming Libby (Library Aide) and Katilynn (Library Assistant) in Rockford, Sarah (Library Assistant) in Annandale/Kimball, Amy (Library Assistant Substitute) in Cold Spring/Richmond. In the coming weeks we look forward to hiring new staff in Cokato/Howard Lake (Library Assistant), Elk River (Library Aide), and Monticello (Library Aide and Library Assistant).

Innovation Fund Panel and Beanstack Workgroup

While the Innovation Fund Panel has not met recently, we have moved forward with one of our projects. We recently purchased 40 portable voice amplifiers for staff and presenters to use for local programming, outreach events, classroom visits and more. These amplifiers will help make it easier for patrons to hear staff and presenters. We hope to have the voice amps distributed to libraries by mid-July.

In addition, we're moving forward with Beanstack, an online reading tracker that was suggested as a way to broaden our engagement with patrons - and their parents - for programs like Summer Reading Program, 1000 Books before Kindergarten, and the adult/teen Winter Reading Program. Through the Innovation Fund, we purchased a 3-year license with Beanstack.

Implementation of Beanstack has been handed over to the Beanstack Workgroup, made up of mostly public service staff from around the region. GRRL's *10 to Try* is a staff-only reading program that runs through August 31. As of late June, we have over 50 people participating, and over 10,000 hours read. The Beanstack workgroup is using this program to learn how to manage the staff-side of things and developing recommendations, procedures, and ideas for how we can best move forward with programs for patrons. So far, of the \$50,000 allocated to the Innovation Fund in 2017, we've used \$15,627 for Beanstack and \$1,319 for the voice amplifiers.

Breanne Johnson
Communications and Development Coordinator

Strategic Plan Progress

Service Priority: Lifelong Learning

Communications and Development department has promoted our chat reference services through "boosted" (paid advertising) Facebook posts, headlining on the library homepage, featuring in the e-newsletter, and including information in the Event Guide. Our 2019 first quarter chat reference sessions reached 418, which is over a 33 percent increase over 2015 first quarter statistics.

Organizational Priority: Community Focus

The Communication Plan is in its final stages. Its contents will show how GRRL wants its brand to be perceived by the public. Overall, this plan is a guide to how we educate the public on what the GRRL mission means and in what ways GRRL communicates with the public. The plan covers key messages, communication platforms, and communication guidelines.

Organizational Priority: Community Focus

We continue to use a centralized e-mail distribution list of new borrowers to inform them about library services. This email series was implemented in January 2019. Currently, there is an open rate of 43 percent and 2,081 emails have been sent to date.

Fundraising

We are happy to announce that the Elk River Library will soon receive a generous planned gift from Marcile Carlson. To respect her wishes, Great River Regional Library will be annuitizing her gift over a 20-year period. Great River Regional Library – Elk River will receive a donation of roughly \$12,000 per year. The Communications & Development and Accounting departments will finalize the paperwork. We will work with Collection Development and Patron Services to further plan how to communicate and allocate this generous gift.

The 2019 Locally Growin' campaign was held over the month of April, which in 2018 had been held in March. Our 2019 initial goal within our fundraising plan was \$16,000 and our modified goal (a 5 percent increase over last year) was \$21,820. We surpassed our goal by reaching \$24,763.90. Thank you to all who contributed and created excitement for this campaign! The following branches met or surpassed their goal: Albany, Becker, Big Lake, Buffalo, Clearwater, Cokato, Cold Spring, Eagle Bend, Elk River, Howard

Lake, Little Falls, Long Prairie, Richmond, Royalton, Staples, and Waite Park. This campaign has received more enthusiasm and involvement than its previous campaign High 5. The 2017 High 5 campaign (which Locally Growin' replaced) raised \$11,400.

Last summer we purchased a year-long training subscription for our donor software. Communications and Development, Accounting, Information Technology departments and the Executive Director went through the training modules to better understand and use our donor database. We will not subscribe again this summer.

Due to limited registration, I will no longer be attending the 2019 International Public Library Fundraising Conference in Calgary. Funds had been designated in 2018 for me to attend.

Communications

The e-newsletter continues on a monthly publication cycle. Currently 3,961 recipients subscribe to the e-newsletter with 25 percent open-rate, meeting industry standards.

We regretfully say goodbye to Abby Faulkner, Communications & Development Specialist, as she resigned from her position, effective July 5. We wish her the best in her future endeavors.

Ryan McCormick Patron Services Supervisor

Personnel

Shelby Dawson has been hired as a temporary Summer Library Aide in Becker and Big Lake. Welcome Shelby!

Think Tank

Each year, GRRL hosts a Fall Resource Fair for librarians from around the state to discuss and share Summer Reading Program ideas. This year, the group is considering changing the format to a local training for GRRL staff and a series of podcasts for everyone else. Other Think Tank projects include the continued development of STEM-based (Science, Technology, Engineering & Math) storytimes for outreach, planning for International Games Week, and discussing how to help promote participation in the 2020 U.S. Census.

Library Services & Technology Act (LSTA) Grant

We continue to provide technological support to Electrolux for their programs for dislocated workers. Additionally, the library was invited to have a table at Career Solution's resource fair in June. Staff highlighted library resources and registered people for library cards.

We have also partnered with the Yes Network to provide library programming at free summer lunch sites around St. Cloud. On Mondays, staff visit sites around the community to provide storytimes and other literacy-based activities for children at these locations.

City of St. Cloud

In mid-July, Patron Services Supervisor Rachel Thomas and I will present the library's 2020 budget request to the City of St. Cloud. As there is still no new lease, we will be operating under the current arrangement.

Aron Murphy
Accounting and Distribution Supervisor

Accounting

The GRRL 2020 Annual Proposed Budget has been completed and is included with this month's Board packet. The 2020 budget yields a 1.11 percent increase over 2019. Jay Roos, Associate Director – Information Technology, and I have been working on the systems Payment Card Industry (PCI) compliance and developed policies and procedures to allow us to be in compliance with card brand standards.

Distribution

GRRL2Go, the Sartell Locker System, is and continues to be a popular alternative service. The wait times are still around 1-2 weeks, and users are getting used to how the system works. This is shown by patrons picking up their holds in a timely fashion and less calls being received regarding issues with the service.

Jay Roos
Associate Director – Information Technology

Strategic Plan Progress

Organizational Priority: Operational Excellence

Windows 10 Upgrade and Computer Replacement – Microsoft has set the end of extended support date for Windows 7 at January 14, 2020. At that point, there will no longer be security updates. Information Technology (IT) staff have created a new Windows 10 image for our staff computers. Our annual replacement order has arrived. At this time, 49 of 133 staff computers still need to be replaced, and 58 will be reloaded.

Wireless (Print2Go) Printing

Implementation of our new printing solution for patrons' personal devices is under way. The new service has been branded Print2Go in keeping with our other services GRRL2Go and Wifi2Go. In conjunction with Print2Go, we are replacing our existing public computer management and printing solution. We anticipate launching at our first library in July.

Payment Card Industry Data Security Standards (PCI DSS)

Since we collect credit card payments for fines, fees and donations, we are required to implement policies, training, procedures, and security measures to protect payment card data. We recently completed self-assessment questionnaires and performed research to learn about what measures we are required to take. The result of those efforts includes a number of new policies that are included in this month's agenda. We will also train all public service staff on keeping the devices in their locations secure.

Julie Schmitz
Associate Director – Human Resources

Strategic Plan Progress

Organizational Priority: Exceptional Service

From April through June, six employees completed Day One orientation in St. Cloud and are in the process of completing on-line orientation.

Minnesota Wage Theft Law

We are reviewing information regarding the Minnesota Wage Theft Law that was effective this month. The changes we will need to make to our pay statements are minimal, such as adding our telephone number. We will work with ADP to make any adjustments. In addition, we'll be updating our offer letter to incorporate the notice requirements that must be provided to new hires.

Employee Engagement Survey

The Employee Engagement Survey will be sent to all employees in August. Summary information will be provided in September.

Shared Branch

Due to the retirement of the Foley Library Services Coordinator, we combined management of the Foley and Royalton libraries. This new LSC position is part-time and benefit eligible.

Rachel Thomas
Patron Services Supervisor

Personnel

We had new staff join us in June. The Long Prairie Library welcomed Amanda Drong as a Library Assistant. The St. Michael Library welcomed Tommy Raatz as a Library Aide.

ExploraDome

Great River Regional Library and the Long Prairie Grey Eagle (LPGE) Elementary school worked together to bring the ExploraDome to Long Prairie on July 17th. The ExploraDome is a traveling planetarium from the Bell Museum of the University of MN. Thank you to LSC Nancy Potter for her work acquiring the scholarship funds for the event, and for organizing everything with the school. Thank you also to the LPGE school for providing the space needed for such an exciting event!

Paynesville Community Grant

We recently received word that the Paynesville Library was awarded the Paynesville Area Community Foundation Grant. LSC Gretchen Vork came up with the idea to focus on a music access initiative, and she worked with Communication & Development Specialist Abby Faulkner to write the application. The funding will provide an opportunity to do the following:

- provide hands on access to a piano to "Try it Yourself"
- expand "Sing-along Storytimes"
- implement "Acoustic Night"
- facilitate concerts at the library

Jami Trenam
Associate Director – Collection Development

Strategic Plan Progress*Service Priority: Lifelong Learning*

Shelf Ready Measurements – Another time study is under way in Technical Services to determine how quickly materials move from receipt to being ready for patron delivery. The data will provide us with an opportunity to improve workflow.

Wi-Fi Hotspot Pilot in Pierz – Access to reliable, high speed internet is still a challenge in many of our communities. Many libraries across the U.S. have started to circulate Wi-Fi hotspots, and GRRL’s WiFi2Go hotspot pilot program was launched in May.

We are starting small with five mobile hotspots assigned to the Pierz Library, with funding from Fund Development. The hotspots allow patrons to connect up to 10 devices to the internet, essentially allowing patrons to check out an internet connection! The hotspots are only available to checkout in person at the Pierz Library – first come, first served. They check out for one week, and overdue fines are \$1/day. Service will be disabled when the devices are overdue.

Since mid-May, the five devices generated 35 checkouts, and the patron response has been tremendously positive. One of the only real challenges we’ve encountered has been to reset the network name and password as a result of a hardware problem.

Local Collection Mini-grants – Collection Development Librarians Amy Schrank and Elizabeth Nummela are working with LSCs around the region to purchase \$1,000 of materials for each library to be held locally. From additional juvenile series books in Elk River to additional Book Club Kits for kids in Cold Spring, these local purchases are a way our regional fund development dollars support local library goals. About a quarter of the orders have been placed, and the first few orders have been processed and delivered. While these materials are available to the whole region, they will always return “home” to one library.

On-site Visit in Swanville – Collection Development Librarians Amy Schrank and Elizabeth Nummela met with LSC Cindy Bruggenthies to review collection use in Swanville. We brainstormed ways to keep local collections with lower use fresh, and some of those ideas involve testing new relocating processes this summer.

Acquisitions Implementation Under Way

Much of my time has been focused on implementing the Acquisitions module in Horizon. This program will help automate our purchasing workflow. While the setup is intensive, I am confident the investment of time and resources will pay off in the form of a more efficient workflow in the long haul. Funding for this program was approved last year from the Unassigned Fund Balance.

Building Reports July 2019

Brandi Canter Lead Patron Services Supervisor

Cold Spring

In our most recent discussions with City Administrator Brigid Murphy, we learned that the city is still working on finalizing property agreements for a new fire hall. They have chosen a site but have not yet closed on the purchase. To recap: The city's long-term plan is to move the fire department out of the current facility and then renovate it, dividing the space between the city, police, and library.

Foley

The City of Foley is preparing for a two-year project to replace carpeting throughout the shared facility. This year, carpet replacement will happen in the city and police offices, as well as shared spaces of the hallway and council chambers. The city anticipates replacing the library carpet in 2020. In my conversation with City Administrator Sarah Brunn, she indicated they chose a company with equipment to lift library shelving. This will significantly reduce the amount of collection shifting and closed time for GRR. We appreciate this consideration!

Howard Lake

As presented in May, the city still plans to do additional work on the facility this year to address structural issues that led to moisture penetration. When I checked in with City Administrator Nick Haggemiller earlier this month, he indicated he's been working with building envelope specialists to identify what specific work needs to be done to stop moisture penetration. Once he has received the necessary quotes, the bids will go to the Howard Lake City Council.

In the meantime, we have had a few comments about a "funny smell" coming from the drains. City staff have been very quick to respond.

Kimball

The Building Committee has been working with Rice Companies and Bentz Thomas Rietow Architects to determine the scope of and strategies for meeting the B3 guidelines required as part of the state grant. On Friday, June 28, Associate Director – Collection Development Jami Trenam, Library Services Coordinator Carla Asfeld and I met with the group to finalize door and window placement on the building. Two more finalization meetings, for furnishings and wiring, are planned over the coming weeks. Lastly, the group is working on plans for a groundbreaking ceremony on August 9 as part of the annual Kimball Days Festival. More information (and invitations) to come!

Rachel Thomas
Patron Services Supervisor

Sauk Centre

A bronze statue of Sinclair Lewis now stands outside of the Sinclair Lewis Public Library. The project comes from the community's Artify Sauk Centre Council who works collaboratively with the Sauk Centre Area Community Foundation and the Central MN Arts Board. The library was chosen as the location because of the recent renaming of the building, and to encourage public interaction with the statue. The statue is 550 pounds and was locally made by sculptor Nick at Brodin Studios in Kimball.



Belgrade

The internet was down on May 24th due to a power outage in Granite Falls. The internet was restored and functioning normally by opening on Saturday.

Long Prairie

The phones were briefly down on May 21st but were repaired within a couple of hours.

Ryan McCormick
Patron Services Supervisor

Becker

In late June, the Becker Community Center was struck by lightning. Power was lost and quickly restored, but the library's air conditioning unit was damaged. Staff made due with fans for a couple of days before everything was repaired.

Clearwater

Late last month, a number of entities in Clearwater, including the library, lost phone service due to a nearby construction mishap. Service was promptly restored.

Little Falls

The Little Falls Library will be celebrating the building's 115th anniversary this year. An event, complete with refreshments, is planned for the afternoon of Friday, September 27th.

St. Cloud

Work progresses on adding solar panels to the building's roof. Crews have been onsite with the intent of completing the work this year. In mid-June, the toilets in the restrooms on the first floor backed up, with some seepage into the Circulation Workroom. Fortunately, the plumber was able to come that day and custodial staff was able to promptly clean up the mess. In better news, the Community Garden in front of the building has been planted and looks very nice. We thank Tracy Ore from SCSU for her work.

Waite Park

The Waite Park Library has been identified as being undersized in the GRRL Facility Assessment. At the city council's June 17th work session, I presented the results of the Space Needs Analysis. We discussed the findings, as well as the current space and options for the future.

July 16, 2019

2019 Second Quarter Update
2016-2020 GRRL Strategic Plan Statistical Targets
Library usage targets identified to measure strategic plan progress

	2019 Qtr 2	2018 Qtr 2	2017 Qtr 2	2016 Qtr 2	2015 Qtr 2	2018 Target
Online Catalog Requests Number of items requested online	357,954	401,278	388,965	396,989	406,930	803,980
Chat Reference Sessions Number of questions answered through chat	734	573	566	456	584	1,155
Digital Library Checkouts Number of e-books and e-audiobooks borrowed	107,889	101,916	102,707	104,775	94,239	219,640
Resident Borrower Numbers Number of residents with active library card	103,600	105,167	108,633	111,930	116,109	104,623
Program Attendance Number of people attending library programs	43,090	51,593	42,470	40,552	36,010	108,632
Website Usage (sessions) Number of unique sessions taking place	649,516	632,984	550,653	1,100,700	987,376	1,310,933

2019 Second Quarter Database Statistics

	2019 Qtr 2	2018 Qtr 2	2017 Qtr 2	2016 Qtr 2	2015 Qtr 2	2019 Target
Ancestry (searches) Genealogy tool. In-library use only.	7,955	6,688	25,479	32,444	22,827	14,950
Heritage Quest (searches) Genealogical research materials including the U.S. Federal Census.	5,410	6,472	21,802	11,935	10,472	15,441
ChiltonLibrary (searches) Auto repair information searchable by year, make and/or model.	1,195	920	884	1,130	1,738	2,241
Tumblebooks (books accessed) Animated picture books that can be read or listened to from any device.	22,883	22,326	11,166	18,853	38,498	38,730
Lynda (logins) 3,000+ courses on business, technical and creative skills.	2,723	2,266	1,184	1,226	385	4,465
Pronunciator (logins) 60 languages. 3 million lessons. The world's largest language-learning service.	968	915	1,021	1,017	941	2,167
Novelist K8 (searches) Search children's books and find similar titles, reviews and reading group guides.	442	497	406	841	332	861
Novelist (searches) Find new fiction titles to read. Search by author, title or series.	1,902	1,777	1,624	3,516	2,216	3,143
RefUSA (searches) Directories for Canadian and U.S. businesses and market research.	1,132	3,361	4,081	1,636	1,342	4,679

2019 Strategic Plan Statistical Targets

Chat reference sessions, digital library usage and website activity showed another quarter of strong growth. Most online resources are trending at or slightly above 2018 levels – exceptions include Heritage Quest, Novelist K8, and RefUSA. Program attendance shows a decline, which can be attributed to weak first quarter attendance, due to inclement weather and cancellations. We also saw a decline in online requests for physical materials. Resident borrower numbers slipped after stabilizing for a short time.

April 2019 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Apr 2019	Circ/Hour Apr 2018	CPH % Change	YTD 2019	YTD 2018	% Change YTD
+ Albany	5,503	984	37	33	9.9%	21,799	20,307	7.3%
+ Annandale	3,357	778	31	33	-5.9%	14,108	13,323	5.9%
Becker	4,798	844	38	40	-3.2%	19,295	19,411	-0.6%
Belgrade	964	211	13	13	-0.4%	4,660	6,552	-28.9%
Big Lake	4,259	724	36	48	-24.7%	18,668	23,036	-19.0%
Buffalo	15,824	2,684	82	79	2.9%	60,498	62,554	-3.3%
Clearwater	2,343	480	24	28	-14.1%	9,863	10,753	-8.3%
+ Cokato	4,173	650	37	38	-1.3%	19,113	15,726	21.5%
Cold Spring	5,666	994	40	43	-6.8%	23,015	24,289	-5.2%
Delano	9,535	1,421	55	56	-2.8%	37,203	38,761	-4.0%
+ Eagle Bend	2,154	346	26	25	2.0%	9,490	8,406	12.9%
Elk River	20,455	3,161	98	106	-8.0%	79,776	84,804	-5.9%
Foley	4,472	669	31	32	-3.5%	15,769	17,549	-10.1%
Grey Eagle	1,076	212	13	14	-0.7%	4,675	5,133	-8.9%
Howard Lake	1,929	371	17	32	-46.3%	3,795	14,087	-73.1%
Kimball	1,778	315	22	21	4.3%	6,164	6,954	-11.4%
+ Little Falls	10,180	1,938	58	53	8.5%	39,520	38,429	2.8%
Long Prairie	4,882	1,025	33	34	-3.6%	17,906	19,150	-6.5%
Melrose	5,794	557	58	55	5.4%	23,945	29,013	-17.5%
Monticello	14,164	2,150	82	83	-1.1%	56,091	58,742	-4.5%
Paynesville	3,460	560	28	26	5.8%	14,907	15,641	-4.7%
+ Pierz	2,735	447	31	30	0.2%	11,730	11,089	5.8%
+ Richmond	1,694	232	20	17	18.1%	6,312	5,183	21.8%
Rockford	4,534	662	36	39	-6.7%	18,879	19,809	-4.7%
Royalton	1,459	343	19	17	12.0%	5,704	5,902	-3.4%
Saint Cloud	58,194	9,361	239	250	-4.4%	233,495	243,024	-3.9%
Saint Michael	15,947	2,477	89	83	7.7%	57,431	58,805	-2.3%
+ Sauk Centre	6,344	874	50	44	12.1%	25,959	25,346	2.4%
+ Staples	5,300	969	37	36	4.5%	23,064	21,817	5.7%
Swanville	354	109	4	9	-53.1%	1,655	2,339	-29.2%
Upsala	2,635	443	28	38	-26.7%	10,608	12,521	-15.3%
Waite Park	8,770	1,676	73	74	-1.2%	34,611	37,145	-6.8%
+ Sartell Locker	1,073	182				4,775	3,508	36.1%
Total	234,732	38,667	56	59	-4.1%	929,708	975,600	-4.7%
+ Digital	17,546					72,334	68,274	5.9%

+ Indicates an increase in monthly circulation total over last year

May 2019 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour May 2019	Circ/Hour May 2018	CPH % Change	YTD 2019	YTD 2018	% Change YTD
+ Albany	6,256	1,144	39	32	20.3%	28,055	25,604	9.6%
+ Annandale	3,627	859	33	32	2.7%	17,735	16,886	5.0%
Becker	4,530	820	36	36	-0.2%	23,825	24,131	-1.3%
Belgrade	1,101	220	12	11	6.2%	5,761	7,532	-23.5%
Big Lake	4,851	831	38	45	-15.2%	23,519	28,579	-17.7%
Buffalo	14,225	2,607	69	70	-0.8%	74,723	77,173	-3.2%
Clearwater	2,504	502	25	28	-11.8%	12,367	13,676	-9.6%
+ Cokato	4,047	643	33	32	2.6%	23,160	19,669	17.7%
Cold Spring	5,995	1,180	40	38	5.1%	29,010	29,992	-3.3%
Delano	9,149	1,308	52	52	-0.1%	46,352	48,184	-3.8%
+ Eagle Bend	2,292	330	30	25	19.5%	11,782	10,500	12.2%
Elk River	19,419	3,137	88	92	-4.0%	99,195	105,309	-5.8%
Foley	4,676	644	31	31	0.3%	20,445	22,213	-8.0%
Grey Eagle	1,115	225	13	15	-9.8%	5,790	6,297	-8.1%
Howard Lake	2,809	452	23	26	-12.0%	6,604	17,228	-61.7%
Kimball	1,865	292	23	23	-1.2%	8,029	8,772	-8.5%
+ Little Falls	9,175	1,824	49	51	-4.2%	48,695	48,164	1.1%
Long Prairie	4,311	874	28	28	1.8%	22,217	23,441	-5.2%
Melrose	7,043	654	66	51	28.7%	30,988	34,485	-10.1%
Monticello	14,185	2,188	77	75	3.4%	70,276	72,466	-3.0%
Paynesville	4,033	585	30	29	1.9%	18,940	19,539	-3.1%
+ Pierz	3,467	591	34	30	13.5%	15,197	14,055	8.1%
+ Richmond	1,853	285	23	16	43.3%	8,165	6,476	26.1%
Rockford	4,627	701	35	37	-6.7%	23,506	24,882	-5.5%
+ Royalton	1,640	309	18	13	40.1%	7,344	7,073	3.8%
Saint Cloud	56,422	9,217	221	229	-3.3%	289,917	302,070	-4.0%
Saint Michael	14,396	2,369	76	74	2.5%	71,827	73,076	-1.7%
+ Sauk Centre	6,679	872	47	42	13.7%	32,638	31,264	4.4%
+ Staples	5,344	971	36	36	-1.3%	28,408	27,301	4.1%
Swanville	506	157	6	9	-31.0%	2,161	3,099	-30.3%
Upsala	2,903	442	29	35	-16.9%	13,511	15,379	-12.1%
Waite Park	9,021	1,760	71	74	-3.8%	43,632	46,524	-6.2%
+ Sartell Locker	1,238	193				6,013	4,512	33.3%
Total	234,066	38,993	56	56	0.2%	1,163,774	1,211,039	-3.9%
+ Digital	18,059					90,393	84,651	6.8%

+ Indicates an increase in monthly circulation total over last year

June 2019 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour June 2019	Circ/Hour June 2018	CPH % Change	YTD 2019	YTD 2018	% Change YTD
+ Albany	7,957	1,459	53	48	9.7%	36,012	33,099	8.8%
+ Annandale	4,931	1,164	48	47	1.2%	22,666	22,041	2.8%
Becker	4,824	826	39	45	-13.1%	28,649	29,817	-3.9%
Belgrade	1,268	253	15	13	20.4%	7,029	8,649	-18.7%
Big Lake	5,432	992	46	55	-16.4%	28,951	35,458	-18.4%
Buffalo	16,008	2,804	82	86	-5.4%	90,731	94,613	-4.1%
Clearwater	3,062	559	32	36	-9.4%	15,429	17,164	-10.1%
+ Cokato	5,036	871	44	51	-12.5%	28,196	25,729	9.6%
Cold Spring	7,326	1,334	53	49	8.5%	36,336	37,035	-1.9%
Delano	11,395	1,681	68	67	1.4%	57,747	59,756	-3.4%
+ Eagle Bend	2,804	371	34	27	26.0%	14,586	12,726	14.6%
Elk River	22,606	3,829	109	120	-9.4%	121,801	131,102	-7.1%
Foley	4,444	693	31	31	1.4%	24,889	26,747	-6.9%
Grey Eagle	1,343	246	16	18	-8.3%	7,133	7,850	-9.1%
Howard Lake	3,263	493	28	30	-6.8%	9,867	20,913	-52.8%
Kimball	2,206	414	27	26	1.6%	10,235	11,022	-7.1%
Little Falls	9,539	1,944	54	55	-2.8%	58,234	58,310	-0.1%
Long Prairie	4,687	913	33	31	4.3%	26,904	28,125	-4.3%
Melrose	6,764	748	66	52	25.4%	37,752	40,034	-5.7%
Monticello	15,244	2,455	87	103	-16.2%	85,520	91,377	-6.4%
Paynesville	4,491	692	35	35	2.2%	23,431	24,142	-2.9%
+ Pierz	3,407	590	36	32	11.9%	18,604	17,227	8.0%
+ Richmond	2,364	407	28	19	49.9%	10,529	8,110	29.8%
Rockford	4,700	724	37	47	-20.7%	28,206	30,947	-8.9%
+ Royalton	1,692	336	20	17	19.0%	9,036	8,443	7.0%
Saint Cloud	63,094	10,333	260	281	-7.6%	353,011	372,627	-5.3%
Saint Michael	18,415	3,194	103	107	-3.7%	90,242	92,734	-2.7%
+ Sauk Centre	6,869	991	52	50	4.8%	39,507	38,066	3.8%
+ Staples	5,042	954	35	38	-7.1%	33,450	32,883	1.7%
Swanville	480	135	6	5	10.6%	2,641	3,533	-25.2%
Upsala	2,769	429	29	33	-11.9%	16,280	18,322	-11.1%
Waite Park	9,299	1,738	76	81	-6.8%	52,931	56,822	-6.8%
+ Sartell Locker	1,292	172				7,305	5,574	31.1%
Total	262,761	44,572	63	67	-6.5%	1,426,535	1,495,423	-4.6%
+ Digital	17,496					107,889	101,916	5.9%

+ Indicates an increase in monthly circulation total over last year

2019 Circulation Statistics

Year-over-year circulation continues to show a slight decline from 2018. Digital Library circulation and Sartell GRRL2Go both show continued growth over last year. Nine libraries are showing increases for the year, counter to the regional trend. Several others are continuing to see circulation per open hour growth. This activity measure helps to account for some of the weather closure impact from earlier this year. The change to fines-free juvenile materials started in June. It is too early to know whether this will impact circulation activity.

July 16, 2019

**Staff Recognition Report
2019 - Quarter 3
July 1 - September 30**

First Name	Last Name	Department	Supervisor	Length of Service	Celebration Date
Crystal	Huston	Circulation	Blotkamp, Eric	1	7/2/2019
Hilary	Honer-Dawson	Elk River	Schake, Roberta	1	7/2/2019
Sarah	Jacobsen Krone	Elk River	Schake, Roberta	1	7/2/2019
Paul	Nord	Delano	Jacobs, Theresa	1	7/16/2019
Breanne	Johnson	Comm & Development	Pundsack, Karen	1	7/16/2019
Noelle	MacMillan	Circulation	Strack, Sharon	3	7/18/2019
Emma	Kuitunen	St. Michael	Bunting, Nancy	1	7/30/2019
Jane	Armstrong	Technical Services	Getz, Christopher	3	8/1/2019
Ian	Viste	Information Technology	Roos, Jayme	3	8/1/2019
Colleen	Sjostedt	Circulation	Strack, Sharon	3	8/1/2019
Melinda	Schaeffbauer Grahl	Elk River	Schake, Roberta	5	8/6/2019
Elizabeth	Proell	Human Resources	Schmitz, Julie	30	8/14/2019
JoAnn	Lisson	Circulation	Blotkamp, Eric	3	8/15/2019
Susan	Weaver	Circulation	Blotkamp, Eric	5	8/26/2019
Neil	Vig	Patron Services	McCormick, Ryan	3	8/29/2019
Ruth	Dolven	Albany	Hannon, John	15	8/30/2019
Konda	Miller	Cokato/Howard Lake	Koivisto, Sara	15	8/30/2019
Jay	Roos	Information Technology	Pundsack, Karen	20	9/6/2019
Janet	Katterhagen	Long Prairie	Potter, Nancy	15	9/9/2019
Anna	Lentner	Distribution	Christensen, Heavenly	1	9/10/2019
Sara	Koivisto	Cokato/Howard Lake	Canter, Brandi	1	9/10/2019
Terri	Deal-Hansen	Royalton	Thomas, Rachel	3	9/12/2019
Nancy	Wind	Circulation	Blotkamp, Eric	5	9/15/2019
Ariel	Kirst	Patron Services	Vig, Neil	5	9/15/2019
Beth	Ringsmuth Stolpman	Patron Services	Pundsack, Karen	15	9/22/2019

**Promotion Report
2019 - Quarter 1 and 2
(January - June 2019)**

Last Name	First Name	Hire Date	Job Title Description	Location Description	Reports To Name	Promotion Effective Date	Previous Job Title Description	Previous Location Description
Pidde	Kelli	11/02/2009	Senior Library Aide	Cokato/Howard Lake	Koivisto, Sara	05/20/2019	Library Aide	Cokato/Howard Lake
Jacobsen Krone	Sarah	07/02/2018	Library Assistant	Annandale/Kimball	Asfeld, Carla	06/17/2019	Library Aide	Elk River
Koivisto	Sara	9/10/2018	Library Services Coordinator	Cokato/Howard Lake	Canter, Brandi	06/17/2019	Interim LSC	Cokato/Howard Lake

**New Hire Report
2019 - Quarter 1 and 2
(January - June)**

Last Name	First Name	Hire Date	Job Title Description	Home Location Description	Reports To Name	Location Description
Saecker	Gretchen	01/28/2019	Library Assistant	Delano Branch Services	Jacobs, Theresa	Delano
Church	Christopher	02/11/2019	Circulation Aide	St. Cloud - Circulation	Blotkamp, Eric	St. Cloud
Muse	Hibaq	02/11/2019	Bilingual Library Cultural Navigator	Grrl - Patron Services	Buechler, Katelyn	Great River Regional Library
Person	Tiffany	02/11/2019	Circulation Aide	St. Cloud - Circulation	Blotkamp, Eric	St. Cloud
Thompson	Jennifer	02/25/2019	Circulation Assistant	St. Cloud - Circulation	Strack, Sharon	St. Cloud
Wulf	Susan	02/25/2019	Library Assistant	St. Michael Branch Services	Bunting, Nancy	St. Michael
Yusuf	Hassan	02/25/2019	Bilingual Library Cultural Navigator	Grrl - Patron Services	Buechler, Katelyn	Great River Regional Library
Miller	Jennifer	03/11/2019	Library Assistant	Upsala Branch Services	Erickson, Wanda	Upsala
Langston	Cara	03/25/2019	Library Associate	St. Cloud - Patron Services	Vig, Neil	St. Cloud
Impola	Carol	04/08/2019	Library Assistant	Cokato/Howard Lake Branch Svcs	Koivisto, Sara	Cokato/Howard Lake
Jungroth	Jessica	05/20/2019	Technical Services Aide	Grrl - CD - Technical Services	Getz, Christopher	Great River Regional Library
Johnson	Elizabeth	06/04/2019	Library Aide	Rockford Branch Services	Eskritt, Julie	Rockford
Dawson	Shelby	06/10/2019	Library Aide	Becker/Big Lake Branch Svcs	Burkhardt, Jeannette	Becker/Big Lake
Drong	Amanda	06/17/2019	Library Assistant	Long Prairie Branch Services	Potter, Nancy	Long Prairie
Jarmon	Katilynne	06/17/2019	Library Assistant	Rockford Branch Services	Eskritt, Julie	Rockford
Raatz	Thomas	06/17/2019	Library Aide	St. Michael Branch Services	Bunting, Nancy	St. Michael

Rehires					
Last Name	First Name	Rehire Date	Rehire Position and Location	Terminated Position and Location	Termination Date
Mayer	Julene	01/24/2019	Technical Services Assistant Sub, St. Cloud	Technical Services Assistant, St. Cloud	10/18/2018
Drew	Katie	05/20/2019	Library Aide Temp, Little Falls/Swanville	Library Aide, St. Michael	07/07/2018
Stoll	Marnica	05/20/2019	Circulation Aide Temp, St. Cloud	Circulation Aide, St. Cloud	01/04/2019
Franzmeier	Alyssa	06/05/2019	Summer Aide, St. Cloud	Summer Aide, St. Cloud	08/16/2018
Rittmann	Oliver	06/05/2019	Summer Aide, St. Cloud	Summer Aide, St. Cloud	08/16/2018
Otremba	Carol	06/06/2019	Volunteer Coordinator, St. Cloud	Volunteer Coordinator, St. Cloud	08/10/2018
Haynes	Kari	06/10/2019	Summer Aide, St. Cloud	Summer Aide, St. Cloud	08/16/2018

**Termination Report
2019 - Quarter 1 and 2
(January - June)**

Last Name	First Name	Termination Date	Job Title Description	Location Description	Reports To Name	Hire Date	Years of Service
Larson	Annie	01/03/2019	Library Associate	St. Cloud	Vig, Neil	01/04/2016	2 year, 11 months
Stoll	Marnica	01/04/2019	Circulation Aide	St. Cloud	Blotkamp, Eric	09/25/2017	1 year, 3 months
Wallace	Jacelee	01/05/2019	Library Assistant	Cokato/Howard Lake	Rieke, Sheila	09/11/2017	1 year, 3 months
McNair	Linda	01/10/2019	Circulation Assistant	St. Cloud	Strack, Sharon	12/21/2009	9 year, 0 month
Aleckson	Rebecca	01/11/2019	Circulation Aide	St. Cloud	Blotkamp, Eric	10/21/2004	14 year, 2 months
Mohamud	Habso	01/23/2019	Bilingual Library Cultural Navigator	Great River Regional Library	Buechler, Katelyn	12/10/2018	0 year, 1 month
Connolly	Jan	02/07/2019	Library Assistant	Becker/Big Lake	Burkhardt, Jeannette	10/10/1995	1 year, 4 months
Gerth	Janice	02/09/2019	Library Assistant	Upsala	Erickson, Wanda	02/05/2007	12 year, 0 month
Schaeftbauer	Melissa	02/12/2019	Library Assistant	Rockford	Eskritt, Julie	09/25/2000	18 year, 4 months
Brinkman	Jodi	03/09/2019	Library Assistant	Cold Spring/Richmond	Kirchoff, Jason	11/24/1997	5 year, 1 month
Schmatz	Makenna	03/14/2019	Library Aide	Rockford	Eskritt, Julie	11/30/2018	0 year, 3 months
Love	Nicole	04/04/2019	Circulation Assistant	St. Cloud	Strack, Sharon	08/14/2017	1 year, 7 months
Pfleghaar	Terry	04/06/2019	Library Assistant	Buffalo	Wittmann, Amy	10/24/1996	2 year, 4 months
Rieke	Sheila	04/19/2019	Library Services Coordinator	Cokato/Howard Lake	Canter, Brandi	08/27/2008	10 year, 7 months
Broekemeier	Andrea	04/30/2019	Technical Services Aide	Great River Regional Library	Getz, Christopher	02/02/2015	1 year, 3 months
Doty	Judy	05/02/2019	Library Assistant	Monticello	Scherber, Marla	05/20/2014	4 year, 11 months
Harju	Lydia	05/16/2019	Library Aide	Cokato/Howard Lake	Canter, Brandi	05/23/2016	2 year, 11 months
Herstad	Cindy	05/16/2019	Library Aide	Monticello	Scherber, Marla	08/13/2018	0 year, 9 months
Koczur	Mary	05/30/2019	Library Assistant	Long Prairie	Potter, Nancy	11/05/2007	11 year, 6 months
Weis	Judy	06/01/2019	Library Services Coordinator	Foley	Canter, Brandi	06/26/1988	30 year, 11 months
Lambert	Elizabeth	06/12/2019	Library Aide	Belgrade/Paynesville	Vork, Gretchen	01/09/2012	7 years, 5 months
Leukam	Kathleen	06/14/2019	Library Aide	Sauk Centre	George, Marisa	08/20/2013	5 year, 9 months
Johnson	Ralph	06/28/2019	Driver	Great River Regional Library	Murphy, Aron	06/13/2011	8 year, 0 month
Davis	Lillian	06/29/2019	Library Assistant	Annandale/Kimball	Asfeld, Carla	11/19/2012	6 year, 7 months



Exit Interview Summary

January 1 – June 30, 2019

Area of Question	Summary of Responses
<p>What did you Enjoy Most about your Position?</p>	<ul style="list-style-type: none"> ❖ The creative artwork related projects that I was able to contribute to and make for the Children’s Room. ❖ Meeting with the public and helping patrons to utilize all the library has to offer. ❖ Working with the staff and helping patrons find materials. ❖ My coworkers are outstanding. I also love working with the patrons. ❖ I loved helping the patrons and holding programs. ❖ The hours and working with different substitutes ❖ I enjoyed he patrons and I really liked all of the staff that I worked with. ❖ Working with the amazing staff and I also loved working with the public. ❖ Patrons ❖ The variety of things to do ❖ The staff that I worked with.
<p>What would you have changed about the positions?</p>	<ul style="list-style-type: none"> ❖ Nothing that I can think of. ❖ It would be great to be able to spend more time helping patrons with questions as well as help them check out materials. ❖ I would have liked more variety in the job tasks. ❖ Our department needs more staff and more time off desk. We’ve had massive security and safety incidents. More coverage would result in a much safer space and staff would be able to handle the increasing demands being placed on them. ❖ More hours and money for program planning ❖ Nothing ❖ Nothing ❖ I would have liked to have received pay and PTO commensurate with my years of longevity and experience at GRRRL when I returned in a different position. ❖ The flexibility to trade up story time responsibility. ❖ Tech services shouldn’t be doing the professional collection. ❖ Nothing
<p>Supervisor</p>	<ul style="list-style-type: none"> ❖ My supervisor is supportive and helpful but never overbearing. He is excellent. ❖ She is very supportive of her staff. ❖ Great supervisor ❖ Needs significant supervisory training and could be more organized. ❖ Excellent. She challenged me and encouraged me. ❖ Very nice – very good supervisor ❖ He was great. He always kept me informed of the things I needed to know for the job and always made me feel like I was part of the regular staff. ❖ She is an incredible supervisor. ❖ Wonderful ❖ Awesome ❖ She was great!



Exit Interview Summary

January 1 – June 30, 2019

<p>Co-workers</p>	<ul style="list-style-type: none"> ❖ They are the most amazing group of people to work with. ❖ They are mostly a good group to work with. We all help each other. ❖ Great overall. ❖ They are incredibly competent, compassionate and hard working. I'm so glad to have worked with them. ❖ Exceptional ❖ They were fun to work with ❖ Great staff to work with – they always made me feel like a part of their team. ❖ I loved them! ❖ Wonderful ❖ They are very helpful when I have questions and are knowledgeable in their jobs. ❖ They are really wonderful – welcoming and easy to work with.
<p>Benefits Utilized</p>	<ul style="list-style-type: none"> ❖ PERA, PTO ❖ PERA, PTO ❖ PERA, PTO ❖ PERA, PTO and Vision ❖ PERA, PTO ❖ PERA, MNDCP and Flexible Spending ❖ PTO
<p>Benefits Needed</p>	<ul style="list-style-type: none"> ❖ Benefits should be more equally distributed between full and part time employees. ❖ Employees should be offered more hours so that they qualify for more benefits. ❖ The benefits offered for part time employment was great! ❖ I think that the aides should get more paid holidays and more PTO.
<p>Wage Rates</p>	<ul style="list-style-type: none"> ❖ GRRL should be paying a livable wage, even to their part time employees. ❖ I think that the Circulation staff and the Patron Services staff should have the same pay rates. We pretty much do the same work. ❖ Fair, especially with the increases happening in 2019. ❖ Lower than average and it also seems low considering the majority of employees in this role have their Master's degree. ❖ Library Assistant wages are wonderful, but Senior Library Aides who do almost everything a Library Assistant does, should make more than they do. ❖ Fair ❖ Fair, but I think aides should earn more. ❖ Alright ❖ Good



Exit Interview Summary

January 1 – June 30, 2019

<p>Training</p>	<ul style="list-style-type: none"> ❖ It's good to have online training available, but I also think it would be great to be able to utilize some of the training as a group so that we could bounce ideas and information around. ❖ There were always training opportunities and I enjoyed the training. ❖ I thought it very odd that the majority of my training was conducted by employees rather than my supervisor. ❖ A great variety and many opportunities. ❖ It all ran smoothly ❖ Good ❖ Excellent ❖ Good ❖ Good ❖ Good
<p>Morale in Dept/Branch</p>	<ul style="list-style-type: none"> ❖ I think it is generally very good. ❖ Mostly ok. ❖ Good for the most part. ❖ It could be much higher. Staff do not feel appreciated or supported for all the hard work they put in. ❖ We were a great team! ❖ No issues ❖ Great! ❖ Very good. ❖ Very high ❖ Alright ❖ Great River Regional Library
<p>Work Hours</p>	<ul style="list-style-type: none"> ❖ The 28-hour cap can be very limiting. ❖ I think the library should open an hour earlier in the morning and close an hour earlier in the evening. It's so quiet from 8:00 – 9:00 pm. ❖ Great! ❖ I would have liked to be full time. ❖ I wish there were more hours available. ❖ I ran out of things to do on my long shift. ❖ Great. Everyone's schedule was fair. ❖ Good ❖ Good ❖ Good



Exit Interview Summary

January 1 – June 30, 2019

Working Conditions	<ul style="list-style-type: none"> ❖ Overall, very good. ❖ The temperatures in the library are so uneven. Noise from the fans and “wally” are bad. The de-sensitizers on the checkout desk are hard on everyone’s hands and shoulders. ❖ Tough at times when Wally was down, but mostly great. ❖ A great place to work! ❖ Great. ❖ Incredibly good. I’ve worked at many libraries and this one was the best! ❖ Good ❖ Good ❖ Good
Reasons for Leaving?	<ul style="list-style-type: none"> ❖ I’m getting married. ❖ Retirement ❖ I was accepted into a Graduate Program and no longer have the time to work at GRRL. ❖ I was offered a full time, benefit eligible position elsewhere. ❖ Moving out of the area. ❖ After school activities ❖ I wanted a full time job with benefits. ❖ Moving ❖ Personal time conflict ❖ Due to a change in my husband’s job, the hours are no longer working for me and my family.

Responses Submitted	Number of Responses	Number of Separations
Library Services Coordinator	0	2
Library Assistant	3	7
Library Aide/Circulation Aide	4	6
Distribution Staff	0	1
Patron Services/Circulation Public Service	2	4
Administration / Office Support	0	0
Library Support Staff	1	1
Substitute Staff	1	2

Please Note:

The number of responses may vary from the number of separations for two (2) reasons:

1. *GRRL does not require the completion of an Exit Interview Form by staff leaving the organization.*
2. *Responses are often received after an employee has left the organization. Therefore, some responses may be reported in this reporting period, but the actual separation occurred prior to this reporting period OR some responses may not have been received as of the date this summary was prepared.*



501(c)(3) Application

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

Information Discussion Approve/Accept

RECOMMENDATION

Approve submission of the 501(c)(3) non-profit application for GRRL.

BACKGROUND INFORMATION

The 501(c)(3) application has been reviewed by legal counsel and will be submitted to the IRS upon approval. Pursuing non-profit status would allow GRRL to hold dual status as a non-profit and as a government entity. This would expand fundraising opportunities and qualify the region for additional non-profit discounts. Exploring 501(c)(3) status is part of the GRRL Fundraising Plan.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ 1,000 Funding Source: Legal services Budgeted: Yes No N/A

ACTION

Passed Failed Tabled

July 16, 2019



GRRL 2020 Budget Proposal

Submitted by Karen Pundsack, Executive Director

Aron Murphy, Accounting & Distribution Supervisor

BOARD ACTION REQUESTED

- Information
 Discussion
 Approve/Accept

RECOMMENDATION

Approve GRRL 2020 proposed budget.

BACKGROUND INFORMATION

The 2020 proposed budget has been developed based on Finance Committee and GRRL Board recommendations.

Supporting Documents Attached

- 2020 Annual Proposed GRRL Budget

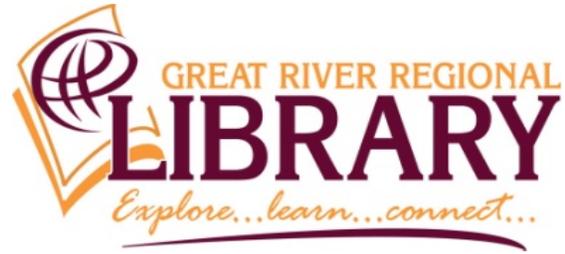
FINANCIAL IMPLICATIONS

Estimated Cost: see supporting documents Funding Source: various

Budgeted: Yes No N/A

ACTION

- Passed
 Failed
 Tabled



2020 Annual Proposed Budget

Great River Regional Library Board of Trustees

**Great River Regional Library
2020 Annual Proposed Budget Summary**

Operating Revenue Budget	2017 Actual	2018 Actual	2019 Budget	2020 Annual Proposed Budget
Signatory Revenue	\$ 7,005,400.00	\$ 7,151,809.00	\$ 7,126,915.00	\$ 7,130,201.00
Non Signatory Revenue	2,143,860.78	2,226,060.97	2,196,369.00	2,297,900.00
Operating Revenue Total	\$ 9,149,260.78	\$ 9,377,869.97	\$ 9,323,284.00	\$ 9,428,101.00
	Dollar Change	\$ 228,609.19	\$ (54,585.97)	\$ 104,817.00
	Percent Change	2.50%	-0.58%	1.12%

Operating Expenditure Budget				
Personnel	\$ 6,981,978.66	\$ 6,884,233.09	\$ 7,364,800.00	\$ 7,503,100.00
Services & Contracts	542,274.77	510,290.80	564,280.00	532,351.00
Commodities	90,323.51	87,766.21	91,500.00	89,945.00
Vehicle	59,311.03	65,878.06	62,650.00	59,550.00
Library Materials	895,048.58	917,480.77	948,020.00	953,420.00
Equipment	9,964.46	12,694.47	8,200.00	8,200.00
Contingency	1,234.03	62.77	1,000.00	200.00
Automation	167,558.34	342,479.98	282,834.00	281,335.00
Operating Expenditure Total	\$ 8,747,693.38	\$ 8,820,886.15	\$ 9,323,284.00	\$ 9,428,101.00
	Dollar Change	\$ 73,192.77	\$ 502,397.85	\$ 104,817.00
	Percent Change	0.84%	5.70%	1.12%

Capital Revenue Budget				
Signatory Capital Revenue Total	\$ 94,734.00	\$ 96,712.00	\$ 96,373.00	\$ 96,415.00
	Dollar Change	\$ 1,978.00	\$ (339.00)	\$ 42.00
	Percent Change	2.09%	-0.35%	0.04%

Capital Expenditure Budget				
Total Capital	\$ 113,165.47	\$ 59,709.75	\$ 96,373.00	\$ 96,415.00
	Dollar Change		\$ 42.00	
	Percent Change		0.04%	

Revenue Budget	\$ 9,524,516.00
Expenditure Budget	\$ 9,524,516.00
Balanced	\$ -

**Great River Regional Library
2020 Annual Proposed Budget**

Operating Revenue Budget	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
County					
Benton	540,049.00	552,154.00	536,825.00	(8,065.00)	528,760.00
Morrison	487,973.00	500,188.00	495,332.00	4,751.00	500,083.00
Sherburne	1,319,219.00	1,344,729.00	1,344,771.00	7,616.00	1,352,387.00
Stearns	2,274,875.00	2,299,821.00	2,290,490.00	(3,284.00)	2,287,206.00
Todd	332,891.00	339,810.00	329,704.00	(746.00)	328,958.00
Wright	2,050,393.00	2,115,107.00	2,129,793.00	3,014.00	2,132,807.00
Subtotal - Signatory	\$ 7,005,400.00	\$ 7,151,809.00	\$ 7,126,915.00	\$ 3,286.00	\$ 7,130,201.00
	Dollar Change	\$ 146,409.00	\$ (24,894.00)		\$ 3,286.00
	Percent Change	2.09%	-0.35%		0.05%

Non-Signatory	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
FY State Aid - RLBSS	1,572,316.88	1,601,466.32	1,600,000.00	(2,000.00)	1,598,000.00
St. Cloud Reimbursement	96,243.76	104,664.46	97,200.00	3,075.83	100,300.00
City of Elk River	-	9,800.00	10,200.00	-	10,200.00
City of Sartell	-	9,115.04	15,800.00	-	15,800.00
Miscellaneous Receipts	347,506.71	306,769.97	345,000.00	(25,000.00)	320,000.00
Interest	70,791.43	138,943.18	70,000.00	84,900.00	154,900.00
PERA Aid	17,151.00	17,151.00	17,200.00	(17,200.00)	-
ILL Delivery	6,282.00	6,282.00	6,200.00	-	6,200.00
Minitex Last Mile Grant	7,000.00	7,000.00	7,000.00	-	7,000.00
City of Staples	6,869.00	6,869.00	6,869.00	(6,869.00)	-
MnLink Gateway	9,000.00	15,000.00	16,500.00	7,000.00	23,500.00
Revenue Fund	10,700.00	3,000.00	4,400.00	57,550.00	62,000.00
Sub Total - Non Signatory	\$ 2,143,860.78	\$ 2,226,060.97	\$ 2,196,369.00	\$ 101,456.83	\$ 2,297,900.00
	Dollar Change	\$ 82,200.19	\$ (29,691.97)		\$ 101,531.00
	Percent Change	3.83%	-1.33%		4.62%

Operating Revenue Total	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
	\$ 9,149,260.78	\$ 9,377,869.97	\$ 9,323,284.00	\$ 104,742.83	\$ 9,428,101.00
	Dollar Change	\$ 228,609.19	\$ (54,585.97)		\$ 104,817.00
	Percent Change	2.50%	-0.58%		1.12%

**Great River Regional Library
2020 Annual Proposed Budget**

Capital Revenue Budget	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
County					
Benton	7,303.00	7,467.00	7,259.00	(109.00)	7,150.00
Morrison	6,599.00	6,764.00	6,698.00	64.00	6,762.00
Sherburne	17,840.00	18,184.00	18,185.00	102.00	18,287.00
Stearns	30,763.00	31,100.00	30,973.00	(45.00)	30,928.00
Todd	4,502.00	4,595.00	4,458.00	(10.00)	4,448.00
Wright	27,727.00	28,602.00	28,800.00	40.00	28,840.00
Capital Revenue Total	\$ 94,734.00	\$ 96,712.00	\$ 96,373.00	\$ 42.00	\$ 96,415.00
	Dollar Change	\$ 1,978.00	\$ (339.00)		\$ 42.00
	Percent Change	2.09%	-0.35%		0.04%

Operating & Capital Revenue Total	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
Total	\$ 9,243,994.78	\$ 9,474,581.97	\$ 9,419,657.00	\$ 104,784.83	\$ 9,524,516.00
	Dollar Change	\$ 230,587.19	\$ (54,924.97)		\$ 104,859.00
	Percent Change	2.49%	-0.58%		1.11%

**Great River Regional Library
2020 Annual Proposed Budget**

Operating Expenditure Budget					
4100 Personnel	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
Subtotal Personnel	\$ 6,981,978.66	\$ 6,884,233.09	\$ 7,364,800.00	\$ 138,300.00	\$ 7,503,100.00
Total - Personnel	\$ 6,981,978.66	\$ 6,884,233.09	\$ 7,364,800.00	\$ 138,300.00	\$ 7,503,100.00
			Dollar Change		\$ 138,300.00
			Percent Change		1.88%

4200 Services and Contracts	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
210 Regional Board Meetings	4,328.77	5,127.35	4,200.00	300.00	4,500.00
211 Staff Development Svcs. (Strat. Plan)	25,142.15	28,722.59	25,000.00	-	25,000.00
213 All Staff Day Training (Strat. Plan)	3,487.78	7,300.00	7,300.00	-	7,300.00
220 Library Memberships	6,049.00	(349.50)	6,000.00	-	6,000.00
235 Patron Contact Svcs.	53,584.08	59,518.45	60,000.00	-	60,000.00
240 GRRL Building Maint./Lease	139,834.77	123,277.82	132,400.00	(17,400.00)	115,000.00
246 Insurance (Mandated)	31,803.00	26,974.00	36,000.00	(3,000.00)	33,000.00
248 Catalog Svcs.	87,545.77	86,855.04	94,650.00	1,350.00	96,000.00
250 Audit (Mandated)	15,800.00	18,000.00	16,400.00	2,100.00	18,500.00
253 Public Licensing Svcs.	3,927.00	4,125.00	4,335.00	21.00	4,356.00
260 Telephone Svcs.	-	4,000.00	6,000.00	11,700.00	17,700.00
265 Delivery Svcs.	1,365.84	1,482.93	1,495.00	-	1,495.00
271 Equip. Rental & Repair	17,209.31	18,332.45	19,500.00	(10,000.00)	9,500.00
280 Printing/Public Information	40,518.44	28,123.91	31,000.00	-	31,000.00
285 Recruitment Svcs.	560.81	1,124.60	1,000.00	-	1,000.00
288 Sales Tax	2,997.00	2,968.00	3,000.00	-	3,000.00
290 HRIS/Payroll Svcs. (Contractual)	81,288.76	75,771.04	84,200.00	(8,200.00)	76,000.00
291 Legal Svcs.	20,066.92	11,937.08	25,000.00	(9,000.00)	16,000.00
293 System Directors Fund	6,765.37	7,000.04	6,800.00	200.00	7,000.00
Total Services & Contracts	\$ 542,274.77	\$ 510,290.80	\$ 564,280.00	\$ (31,929.00)	\$ 532,351.00
			Dollar Change		\$ (31,929.00)
			Percent Change		-5.66%

Operating Expenditure Budget					
4300 Commodities	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
310 Supplies	68,385.04	66,614.82	68,500.00	(1,555.00)	66,945.00
330 Postage	21,938.47	21,151.39	23,000.00	-	23,000.00
Total Commodities	\$ 90,323.51	\$ 87,766.21	\$ 91,500.00	\$ (1,555.00)	\$ 89,945.00
			Dollar Change		\$ (1,555.00)
			Percent Change		-1.70%

**Great River Regional Library
2020 Annual Proposed Budget**

4400 Vehicle	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
420 Vehicle Gas	30,541.49	30,839.02	27,600.00	(2,600.00)	25,000.00
430 Vehicle Insurance	5,153.00	3,410.00	3,450.00	-	3,450.00
440 Vehicle Repair & Maintenance	4,842.44	5,009.45	5,500.00	(500.00)	5,000.00
450 Vehicle Tires & Miscellaneous	1,501.66	3,244.11	1,500.00	-	1,500.00
460 Vehicle Mileage	17,272.44	23,375.48	24,600.00	-	24,600.00
Total Vehicle	\$ 59,311.03	\$ 65,878.06	\$ 62,650.00	\$ (3,100.00)	\$ 59,550.00
			Dollar Change		\$ (3,100.00)
			Percent Change		-4.95%

4500 Library Materials	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
510 Print	525,480.45	543,126.30	541,620.00	5,400.00	547,020.00
520 Periodicals	55,983.27	56,828.77	58,000.00	-	58,000.00
540 Media	156,596.22	161,055.42	193,000.00	(13,000.00)	180,000.00
560 Electronic Svcs.	156,988.64	156,470.28	155,400.00	13,000.00	168,400.00
Total Library Materials	\$ 895,048.58	\$ 917,480.77	\$ 948,020.00	\$ 5,400.00	\$ 953,420.00
			Dollar Change		\$ 5,400.00
			Percent Change		0.57%

Operating Expenditure Budget

4600 Equipment	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
610 Operating Equipment	8,277.53	9,416.72	6,000.00	-	6,000.00
630 Small Equipment	1,686.93	3,277.75	2,200.00	-	2,200.00
Total Equipment	\$ 9,964.46	\$ 12,694.47	\$ 8,200.00	\$ -	\$ 8,200.00
			Dollar Change		\$ -
			Percent Change		0.00%

4700 Contingency	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
910 Contingency	1,234.03	62.77	1,000.00	(800.00)	200.00
Total Contingency	\$ 1,234.03	\$ 62.77	\$ 1,000.00	\$ (800.00)	\$ 200.00
			Dollar Change		\$ (800.00)
			Percent Change		-80.00%

**Great River Regional Library
2020 Annual Proposed Budget**

Operating Expenditure Budget					
4800 Automation	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
932 Maintenance	130,409.36	176,096.73	168,834.00	3,501.00	172,335.00
933 Equipment	25,070.65	92,295.03	101,000.00	(5,000.00)	96,000.00
935 Professional Services	41.25	6,443.00	2,000.00	-	2,000.00
936 Software	12,037.08	67,645.22	11,000.00	-	11,000.00
Total Automation	\$ 167,558.34	\$ 342,479.98	\$ 282,834.00	\$ (1,499.00)	\$ 281,335.00
			Dollar Change		\$ (1,499.00)
			Percent Change		-0.53%
Total Operating Expenditure Budget	\$ 8,747,693.38	\$ 8,820,886.15	\$ 9,323,284.00	\$ 104,817.00	\$ 9,428,101.00
			Dollar Change		\$ 104,817.00
			Percent Change		1.12%
			Revenue Budget		\$ 9,428,101.00
			Expenditure Budget		\$ 9,428,101.00
			Balanced		\$ -

Capital Expenditure Budget					
5000 Capital	2017 Actual	2018 Actual	2019 Budget	Change +/-	2020 Annual Proposed Budget
710 Automation	5,999.24	18,300.00	76,373.00	42.00	76,415.00
720 Branch Development	58,966.21	7,191.27	-	-	-
730 Equipment	-	34,218.48	10,000.00	-	10,000.00
740 Vehicle	48,200.02	-	10,000.00	-	10,000.00
Total Capital	\$ 113,165.47	\$ 59,709.75	\$ 96,373.00	\$ 42.00	\$ 96,415.00
			Dollar Change		\$ 42.00
			Percent Change		0.04%
Total Operating & Capital Expenditure Budget	\$ 8,860,858.85	\$ 8,880,595.90	\$ 9,419,657.00	\$ 104,859.00	\$ 9,524,516.00
			Dollar Change		\$ 104,859.00
			Percent Change		1.11%
			Revenue Budget		\$ 9,524,516.00
			Balanced		\$ -

July 16, 2019



Technology Policy Revisions

Submitted by Jay Roos, Associate Director of Information Technology

BOARD ACTION REQUESTED

Information Discussion Approve/Accept

RECOMMENDATION

Approve policy revisions to 600 Technology Chapter 2. Electronic Communication and Computer Files. Add chapters for Information Security, Payment Card Industry (PCI) compliance. Move Electronic Communication and Passwords sections into Chapter 5. Information Security and renumber as appropriate.

BACKGROUND INFORMATION

Supporting Documents Attached:

- 600 Technology Policy marked up copy

In order to come into compliance with Payment Card Industry Data Security Standards (PCI DSS), we need some additional policies in place. The attached policies are intended to meet PCI compliance requirements in the least intrusive and most practical way possible for GRRL.

The attached marked up policy shows several new policies broken out into Information Security and Payment Card Industry Data Security sections. Information Security policies are generally applicable to any of our technology systems or environments. While the Payment Card Industry Data Security policies are specifically and only to satisfy PCI DSS compliance requirements.

In addition to the new policies, Chapter 2 of the existing Technology policy is being moved into the Information Security section in keeping with generally accepted industry practice. Chapters are also being renumbered as appropriate.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ Funding Source: Budgeted: Yes No N/A

ACTION

Passed Failed Tabled

600 Technology Policies

Introduction

Chapter 1. [Downloading](#)

~~Chapter 2. [Electronic Communication and Computer Files](#)~~

Chapter 32. [Internet Access to Information](#)

Chapter 43. [Internet Acceptable Use](#)

Chapter 54. [Public Access Computers \(for youth and adults\)](#)

Chapter 5. [Information Security](#)

[5A. Electronic Communication and Computer Files](#)

[5B. Passwords](#)

[5C. Roles and Responsibilities](#)

[5D. Incident Response](#)

Chapter 6. [Payment Card Industry Data Security](#)

[6A. Data Protection](#)

[6B. Equipment Protection](#)

[6B.1. Device List](#)

[6B.2. Point-of-Interaction Device Inspection](#)

[6C. Third-Party Management](#)

[6C.1. List of Third-Parties](#)

[6C.2. PCI Compliance Status](#)

[6C.3. Due Diligence](#)

Introduction

The mission of the Information Technology Department is to make available an appropriate information technology environment that provides to each patron, staff member, and visitor the information technology access, resources, and support that the Library establishes as necessary to meet its mission. This environment must be managed in a way that assures high levels of reliability and usefulness in as cost-effective a manner as possible. While providing open access to information, the department must maintain suitable protection of personal and other confidential information.

The department must constantly be aware of changing information needs of library patrons and staff, adapting the information environment as necessary to meet new priorities. The IT Department provides leadership to assist policy- and priority-making groups with the identification of planning issues and recommends possible strategies. The Department is committed to providing continuous improvement in service.

Chapter 1. Downloading

No files may be saved or downloaded to the library computers' hard drives. Unauthorized software must not be installed or executed on library computers.

Downloading is possible on removable media. Users should not expect library staff to do this for them nor to know the specifics of how particular web services work. The library is not responsible for the removable media or for the correct downloading of files.

Patrons may use their own removable media to download files. If patrons do not have a removable disk it may be possible to purchase one from the library.

The downloading of viruses, "worms", or similar destructive agents, is not permitted for any reason. Data downloaded from the Internet may contain viruses. Every user is responsible for maintaining virus-checking software on their home computer. The library assumes no responsibility for damage to removable media or non-library computers that may result from downloading files from the Internet.

~~Chapter 2. Electronic Communication and Computer Files~~

~~Electronic communication includes but is not limited to email, instant messaging, forums, web pages, comment posts, electronic forms and reports.~~

~~Electronic communications and other data composed, transmitted or saved on library computers or the library's computer network are not private and may be monitored by library administration.~~

~~The library network and library computers belong to the library and should not be used to store, transmit or execute files concerning:~~

- ~~• personal matters~~
- ~~• gossip~~
- ~~• harassment of another employee and/or~~
- ~~• communications in violation of the library's policies or state or federal law.~~

~~Employees use of electronic communications may be subject to the Minnesota Government Data Practices Act and therefore, should be related to the business of the library. Staff will be aware of and use appropriate communication vehicle based on the information being communicated.~~

~~Electronic mail, computers and certain applications are protected by access passwords and/or codes when it is in the interest of the library to do so. Any unauthorized attempt to break such security or unauthorized disclosure of such security credentials is subject to disciplinary action which could include the possibility of termination and/or criminal prosecution. Inadvertent disclosure of security credentials may be subject to disciplinary action based on the circumstances surrounding the disclosure.~~

~~The library does not provide e-mail accounts for library customers but customers may sign up for free or fee web based e-mail accounts and use them on library computers.~~

~~Passwords~~

~~GRRL uses a number of passwords to protect data and services. Passwords must not be shared with anyone who is not authorized to access a particular service or data.~~

~~The password for any shared account protecting sensitive data must be changed whenever a staff person with access to that shared account leaves GRRL employment, is demoted or transferred to a position that does not have access to the account in question. IT must be notified of the staff change in a timely manner so that necessary password changes take place within one (1) week of the event. Shared passwords will also be changed upon discovery of unauthorized access to that account.~~

~~Approved: 06/12/07~~

~~Effective Date:~~

~~Revised Date: 03/21/17, 03/19/19~~

Chapter ~~3~~2. Internet Access to Information

As a part of its Mission and Vision Statements, GRRL works to provide users with access to global information resources and high technology applications. GRRL develops, organizes and makes available to the public a useful collection of information resources. GRRL provides free access to community focused services for a diverse population, assistance and guidance in utilizing those services and materials, and lifelong learning opportunities.

Through advances in technology, many of the library resources that residents require have been made available through automated, electronic networks. Both the library and the public rightly see these resources as important supplements to the print and audiovisual resources in the library's collections. Electronic access to data has the ability to expand significantly the resources available to the public for meeting legitimate inquiries.

Chapter ~~4~~3. Internet Acceptable Use

All library users are expected to abide by their local library's Rules of Behavior. Illegal use of the library Internet services and computer stations is prohibited. By using library computers and/or Internet services, library users agree that staff has the authority to make final determinations regarding rule infractions. The use of the library's computer workstations and Internet services is a privilege.

The following activities could be considered cause for suspension of computer and/or Internet privileges or cause for trespass:

- **using equipment and/or Internet service in the library to access, disseminate or exhibit material that is obscene, child pornography, or harmful to minors as defined by Minnesota state law (see statutes below);**
- placing or viewing unlawful information or images on the system;
- altering or placing files or programs on the library's computers;
- sending any files or portions of files likely to result in damage to the recipient's databases or networks or the library's databases or networks;
- sending unsolicited spam, "chain letters" or "broadcast" messages;
- violating copyright or licensing agreements;
- using another's library card or fraudulently using duplicate library cards or guest passes for computer access;
- circumventing computer management software or security measures;
- causing excessive congestion of the network or interfering with the computer use of other library users;
- vandalizing or damaging library equipment.

In compliance with the Children's Internet Protection Act (CIPA), software filters have been placed on all computer stations with Internet access. Internet users 17 or older may request that staff remove the filter when using the computer stations to provide access for bona fide research or other lawful purposes.

Library users who obtain unfiltered Internet access are not excused from any provisions or restrictions of this policy.

It is essential that each user of Internet and computer services recognize the responsibilities that stem from having access to vast services, sites, people and quantities of uncensored information. Users are reminded to be considerate of others when viewing material. GRRL cannot fully protect library users from encountering images or ideas that may be considered controversial. Not all sources on the Internet provide accurate, complete or current information. Users need to analyze information on the Internet with the same or greater scrutiny that they apply to other sources of information.

GRRL recognizes and affirms the rights and responsibilities of parents/guardians/caregivers to control the use of library materials and resources by their own children. The Internet is an unregulated medium. GRRL cannot guarantee restriction of access to sites by minors. It is up to the parent/guardian/caregiver to monitor their own children regarding their Internet and computer use. The library is committed to making reasonable efforts within constitutional limits to prevent minors from viewing materials that could be deemed harmful.

GRRL recognizes library users' rights to privacy and confidentiality in accordance with the Minnesota Data Practices Act. GRRL avoids maintaining records that could compromise user privacy. Library users must be aware, however, that personal identification information should only be shared with caution. Parents/guardians/caregivers should discuss with minors the dangers of relaying personal facts over the Internet.

The USA PATRIOT ACT (US Statute 50 U.S.C. Sec 206, 214-220) overrides state law related to privacy and library use. If GRRL receives a valid order or warrant under these provisions, staff must provide anything requested by that order. This may include computer use records. Section 215 requires that the library not inform library users about these specific warrants.

- [13.40 \(Minnesota Data Practices Act\)](#)
- [134.50 \(Internet access, libraries\)](#)
- [617.241 \(Obscene material\)](#)
- [617.246 \(Child Pornography\)](#)
- [617.292 \(Materials harmful to minors\)](#)
- [U.S. Public Law 106-554 TitleXVII, the Children's Internet Protection Act](#)

Chapter ~~5~~4. Public Access Computers (for youth and adults)

GRRL will see workstations designated for use by children are equipped with references to Internet sites and selected software designed to meet the special needs and interests of children. Given the nature of the Internet as described above, however, GRRL recommends that parents, guardians and caregivers work closely with children in selecting Internet resources consistent with personal and family values. Since these values may vary significantly from individual to individual and family to family, any restriction on usage by children must be initiated by the parents, guardian or caregiver. The library, however, reserves the right to restrict access based upon an individual's violation(s) of the Internet Acceptable Use Policy. Parents, guardians or caregivers, once they have decided to restrict children in their care from access to the Internet, should communicate that decision to the child.

Chapter 5. Information Security

Chapter 25A. Electronic Communication and Computer Files

Electronic communication includes but is not limited to email, instant messaging, forums, web pages, comment posts, electronic forms and reports.

Electronic communications and other data composed, transmitted or saved on library computers or the library's computer network are not private and may be monitored by library administration.

The library network and library computers belong to the library and should not be used to store, transmit or execute files concerning:

- personal matters
- gossip
- harassment of another employee and/or
- communications in violation of the library's policies or state or federal law.

Employees use of electronic communications may be subject to the Minnesota Government Data Practices Act and therefore, should be related to the business of the library. Staff will be aware of and use appropriate communication vehicle based on the information being communicated.

Electronic mail, computers and certain applications are protected by access passwords and/or codes when it is in the interest of the library to do so. Any unauthorized attempt to break such security or unauthorized disclosure of such security credentials is subject to disciplinary action which could include the possibility of termination and/or criminal prosecution. Inadvertent disclosure of security credentials may be subject to disciplinary action based on the circumstances surrounding the disclosure.

The library does not provide e-mail accounts for library customers but customers may sign up for free or fee web-based e-mail accounts and use them on library computers.

Approved: 06/12/07

Effective Date:

Revised Date: 03/21/17, 03/19/19

5B. Passwords

GRRL uses a number of passwords to protect data and services. Passwords must not be shared with anyone who is not authorized to access a particular service or data.

The password for any shared account protecting sensitive data must be changed whenever a staff person with access to that shared account leaves GRRL employment, is demoted or transferred to a position that does not have access to the account in question. IT must be notified of the staff change in a timely manner so that necessary password changes take place within one (1) week of the event. Shared passwords will also be changed upon discovery of unauthorized access to that account.

Approved: 06/12/07

Effective Date:

Revised Date: 03/21/17, 03/19/19

5C. Roles and Responsibilities

In order to maintain effective information security, all employees must understand their roles and responsibilities.

All Employees are required to:

- Follow Great River Regional Library information security policies at all times.
- Assist GRRL with meeting and maintaining compliance with Information Security Policy.
- Be aware of their role in supporting GRRL's information security program.
- Comply with relevant regulations, standards, and/or laws governing GRRL and GRRL's patrons, donors, third-parties, and other applicable entities.
- Safeguard GRRL's assets per the policies within the Information Security Policy.
- Report any deviation from Information Security Policy to their direct supervisor immediately.

Supervisors are required to:

In addition to the above requirements:

- Ensure that their direct reports follow Great River Regional Library information security policies at all times and understand their roles.
- Work with Information Technology to implement and maintain security controls for assets.
- Participate (as needed and directed) in incident response procedures.

The Information Technology department is required to:

In addition to the above requirements:

- Manage the definition of user access to the assets under their control and management.
- Ensure that user access to their assets follows the principle of "least privilege."
- Verify that assets are protected sufficiently with the security controls.
- Properly assess and classify assets.
- Oversee and manage systems' compliance with GRRL policies.
- Evaluate and select solutions to reduce risk to GRRL assets.
- Monitor and analyze security alerts and information and distribute to appropriate personnel.
- Define and deploy incident response and escalation procedures.
- Administer user accounts, including additions, deletions, and modifications.
- Monitor and control all access to data held in GRRL systems.
- Provide direction to leadership on best security practices and recommended security controls and initiatives.

The Accounting & Distribution Supervisor is required to:

In addition to Employee and Supervisor requirements:

- Ensure effective internal controls around the payment card environment.
- Maintain a current list of third-parties in relation to PCI.
- Monitor third-party PCI compliance and maintain written agreements.
- Perform due diligence prior to engaging new service providers.

The Associate Director – IT is required to:

In addition to Employee, Supervisor and Information Technology requirements:

- Ensure that IT staff carry out the requirements assigned to the Information Technology department above.
- Maintain effective Information Security Policies.
- Be the person responsible for information security.
- Establish, document and distribute security incident procedures.
- Review and update the Information Security Policies at least annually.

5D. Incident Response

Security controls work together to reduce risk in Great River Regional Library’s environment. These controls include service notifications, file integrity software, firewalls, logging, and others. Many of these security controls are also used to notify the Information Technology department whenever a suspected incident takes place or when a system anomaly is detected in GRRL’s environment. This allows the IT department to respond to and perform necessary activities to limit damage being caused. GRRL staff also play an important role in supporting the incident response process, by reporting anomalies they are encountering, such as a suddenly slower computer, accidental viewing of cardholder, confidential or protected data, or a lost removable computer drive as examples.

Chapter 6. Payment Card Industry Data Security

6A. Primary Account Number Security

Great River Regional Library staff shall not record full payment card numbers on paper or in digital form. Staff may assist patrons with the use of our payment terminals or web payment system, but the patron’s payment card must never leave their presence.

6B. Equipment Protection

6B.1. Device List

A full list of all Point-of-Interaction devices in use must be maintained. The list is to be promptly updated at the time any changes occur. The official list is to be kept by the Accounting Department.

6B.2. Point-of-Interaction Device Inspection

Periodic inspections of Point-of-Interaction terminals are to take place at regular intervals, with no more than three months passing between inspections. On-site personnel receive training on how to properly perform Point-of-Interaction device inspections and to recognize signs of tampering. If signs of tampering or damage are found, appropriate steps are taken according to the incident response plan.

6C. Third-Party Management

6C.1. List of Third-Parties

The GRRL Accounting Department is to maintain a current list of connected third-parties with details of whether they have direct access to the cardholder environment. This is to clearly denote which third-parties have privileged access and so special attention may be paid to them during session monitoring. The list of third-parties is to also include their PCI compliance status and date of, whether they have accepted by their acquiring bank or VISA or have performed a SAQ (whichever is applicable to their Level as defined above). The list must contain information about which PCI DSS Requirements, if any, are managed by each third-party. A written agreement is also maintained with respect to service providers that store, process, transmit, or impact the security of cardholder data. This agreement also includes an acknowledgment that the service provider is responsible for the security of cardholder data.

6C.2. PCI Compliance Status

The status of connected third-parties achieving PCI compliance is to be reviewed annually. All third-parties with direct access to the cardholder environment must obtain PCI compliance or have an official exception provided by their acquiring bank or VISA. Should a third-party with privileged access not have obtained this compliance status, they are to document in writing their efforts in doing so with the target completion date. Great River Regional Library is to monitor the compliance efforts of these third-parties. The status will be reviewed annually and documented by the Accounting Department. An email will be sent to the Executive Director and Associate Director of IT verifying that the review was completed.

6C.3. Due Diligence

Prior to engaging any third-party service provider, the GRRL Accounting Department will obtain validation of their PCI DSS compliance status and information about which PCI DSS requirements, if any, are managed by the service provider. Third-parties that have not achieved PCI DSS compliance will not be considered.



Security Policy Revisions

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

Information

Discussion

Approve/Accept

RECOMMENDATION

Approve revisions to the Security policy as reviewed by the Library Safety & Security Committee.

BACKGROUND INFORMATION

Supporting Documents Attached

- Security Policy revisions

The Security policy revisions are to align formatting with changes made to other policy sections this year. It also adds patron conduct expectations, which are not included elsewhere.

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: Yes No N/A

ACTION

Passed

Failed

Tabled

700 Security Policies

Introduction

A role of GRRL is to provide safe and welcoming physical and virtual spaces. This is achieved in part by the willingness of its users to respect one another and coexist in library spaces. Library spaces are designed for multiple purposes and are intended to be used by our diverse communities. Public library spaces are precious community assets that rely on the stewardship, mutual support and goodwill of all.

Chapter 14. Policy Roles and Responsibilities

1A. Patrons

Patrons are participants in a shared, public use environment and must conduct themselves accordingly. They will be courteous, considerate, and understanding of other patrons and staff.

Parents and caregivers are responsible to supervise the activities and choices of their children.

Patrons are stewards of the library and its resources. They will value and respect library resources and conduct themselves in a safe and orderly way.

Patrons will comply with federal, state, and local laws and policies.

Library users are expected to behave respectfully toward staff and other library users. Harassment of others will not be tolerated.

1B. Library Staff

GRRL staff will monitor public behavior inside its libraries. Although not all public activities can be seen because of staffing limitations and building design, GRRL staff will attempt to remain observant and aware of any potential security issues.

Any designated staff member may issue a warning to an individual who violates library policy or local Rules of Behavior. If the behavior continues after a warning is given, staff may also ask the individual to leave the library. However, the facility supervisor and the Patron Services Supervisor should be notified after this occurs.

Inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.

Staff should follow GRRL procedures when responding to security issues. In the case of juvenile patrons, contacting parents or guardians is an option. Staff is authorized to request identification from patrons as necessary. Refusal to identify oneself under these circumstances may be grounds for eviction or calling local law enforcement.

~~Library users are expected to behave respectfully toward staff and other library users. Harassment of others will not be tolerated.~~

Designated staff members may ban people from entering a library for more than one day (trespass). Individuals may be banned for a limited period of time, indefinitely pending a legal resolution, or permanently. The length of time of the ban will depend on, but is not limited to the following factors:

- Severity of the offense
- Repeated offenses
- Likelihood of possible continued problems
- Safety of staff and patrons
- Preservation of the library environment

When an individual is banned, they and local law enforcement will be notified. Other GRRL libraries will be notified if the ban is for all libraries. If a banned individual returns to any GRRL library in violation of the ban, law enforcement may be contacted to cite them for trespass.

The Library Executive Director is the final GRRL arbitrator in any trespass issue. Any appeals beyond that level should be directed to the local library board or city council as appropriate.

Chapter ~~2~~4. Internet

Patrons may be banned from using the library's computer stations if they are found to be in violation of the library Acceptable Use Policy. Patrons found in violation of these policies will be banned from using the computer workstations. Length of ban will be based on the severity and/or number of offenses. If the rules violation is severe, however, the Executive Director may ban the individual from using library computer services, or the library, permanently.

If illegal activities are observed, law enforcement may be called, and the patron may be banned from all further access to GRRL libraries.

Chapter ~~##~~3. Unattended Children and Vulnerable Adults

Great River Regional Library welcomes children of all ages to use its facilities and services. Since all visits to the library should be positive, enjoyable experiences for children, their safety and well-being while they are in library buildings is of great concern.

Children should always be accompanied by a parent/guardian or designated caregiver while in a Great River Library. Ultimate responsibility for the behavior and well being of children using the library rests with the parent/guardian or designated caregiver and not with the library's personnel. Young children may not be safe when left unattended at the library. Since responsible adults may choose not to stay with young children at GRRL libraries, the following identifies the unattended and/or vulnerable child and addresses problems that may arise.

Definitions

An unattended child is any young person using the library facility unaccompanied by a responsible adult or left alone in one part of the library while the adult is in another.

A vulnerable child is an unattended child whose safety or well-being could be endangered either in the building, or if they were to leave the library.

Because children develop and mature at different rates, there is no particular age at which all children are ready to cope with the variety of circumstances they may face alone in the library. Library staff must use their judgment and discretion in determining whether or not an unattended child is vulnerable or at risk.

A designated caregiver should be at least 16 years old.

Staff will make every attempt to locate a parent or caregiver of an unattended child within the library. However, local law enforcement will be called if a parent or caregiver cannot be located.

1. Library staff must assist all customers in the library and they are not permitted to assume responsibility for the safety, care, supervision, or entertainment of specific children at the expense of others who may need assistance as well.
2. A responsible adult or caregiver must remain in the library when children ages 6 and under are attending a library-sponsored program, such as story time.

Vulnerable Adults

Vulnerable adults are those individuals who because of physical or mental disability are dependent on others for care. GRRL staff will make every attempt to locate a caregiver for unattended vulnerable adults before calling local law enforcement for assistance.

Approved Date: prior to May 2010

Effective Date:

Revised Date: 5/11/2010, 3/20/2012

Chapter ~~IV~~4. Service Animals

The Great River Regional Library System (GRRL) recognizes that some patrons with disabilities may have service animals, which are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual. GRRL recognizes legal rights under federal and state laws regarding use of service animals. GRRL also considers the safety and health of all of its patrons, the public and library staff to be of utmost priority.

No pets or animals other than service animals, service animals in training, or animals featured in GRRL approved programs are allowed in GRRL libraries. Owners of pets will be asked to remove them from the library.

A service animal is defined as: "a dog that is trained for the purpose of assisting or accommodating a person's sensory, mental, or physical disability." A miniature horse may also qualify as a service animal under certain conditions set forth below. All other species of animal, whether wild or domestic, trained or untrained, do not qualify as service animals.

A miniature horse may qualify as a service animal if:

1. the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability
2. the public facility can accommodate the miniature horse accounting for its type, size and weight;
3. the handler maintains sufficient control of the miniature horse; the miniature horse is housebroken; and the presence of the miniature horse does not compromise legitimate safety requirements that are necessary for safe operations. 28 C.F.R §36.302.

Individuals with disabilities may bring their service animals into all areas of the library where members of the public are normally allowed to go. All service animals must be under the full custody and control of their handler at all times. Also, all service animals must be on a leash or harness at all times unless the handler is unable to leash or harness the animal because of a disability or use of a leash or harness would interfere with the animal's safe, effective performance of work or tasks. If the service animal cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). Owners of the service animals are solely responsible for the supervision and care of the service animal. Therefore, owners must keep the service animal directly with them at all times.

A person with a disability may be asked to remove a service animal if:

1. The animal is out of control, such as uncontrolled barking or jumping on people, and the animal's handler does not take effective action to control it; or
2. The animal is not housebroken.

Fear of allergies, annoyance on the part of other patrons or employees or fear of animals are not valid reasons for denying access or refusing service to people with service animals or service animals in training.

Dogs and other animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and are not permitted in library facilities.

Staff may not make inquiries about a service animal when it is readily apparent that the animal is trained to do work or perform tasks for an individual with a disability. When it is not readily apparent that the animal is a service animal, staff may ask the following two questions:

1. Is the animal a service animal required to be present because of a disability?
2. What work or task has the animal been trained to perform?

Staff may not ask about the owner's disability. Staff may not ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal.

If an animal is properly excluded, library staff should give the person with the disability the option to obtain library services without having the service animal or service animal in training on the premises.

Approved Date: 05/21/2013

Effective Date: 05/21/2013

Revised Date: 01/15/2019

Revision Effective Date: 01/15/2019

Chapter ~~V~~5. Rules of Behavior

Each GRRL library has its own Rules of Behavior approved by a library board or city council.

Chapter ~~V4~~6. Behavior Outside the Library

Activities occurring outside GRRL libraries are the responsibility of local law enforcement officials. It is not possible for GRRL staff to observe and/or monitor public activities occurring outside the library property.

Chapter ~~V4~~7. Communication

Staff will inform supervisors and other staff of issues related to violations of library rules of behavior. The Library Executive Director will be informed of all incidents that result in a patron being trespassed from the library.

Chapter ~~V4~~8. Injuries

Should staff sustain an injury from a patron, staff will inform a supervisor, Patron Services Supervisor and/or Associate Director immediately. The appropriate forms must be completed in accordance with [the GRRL worker's compensation policy, including the "Workplace Violence Report" section of the Report of Employee Incident form.](#)