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Board of Trustees Special Session
Tuesday, June 15, 2021, 6:00 p.m.
St. Cloud Public Library Mississippi Room
Agenda

1. Call to Order   6:00

2. GRRL 2022-2025 Strategic Plan Framework Discussion   6:01

3. American Rescue Plan Act of 2021 Funds (verbal)   6:15

4. Sartell Alternative Library Services Agreement Update (verbal)   6:20

5. Labor Negotiations Discussion – Closed Session   6:25
   Closed Meeting for labor negotiations strategy pursuant to Minnesota Statute 13D.03

6. Union Negotiations Team Appointments (verbal)   6:55

7. Next Meeting – July 20, 2021   6:59

8. Adjournment   7:00

2022-2025 GRRL Strategic Plan Development Timeline

June 8, 2021 summary of progress

THE FOLLOWING AREAS WILL BE REVIEWED AND UPDATED:

- Build on current framework and simplify plan to make it easier to digest
- Maintain Mission, Vision and Core Values
- Maintain current Service and Operational Priorities – create new goals.
- Try to reduce duplication between Core Values and Operational Priorities
- Look at adding focus to the individual library level

PROCESS AND TIMELINE:

Tasks	Who	Progress/Due Date
Conduct 2019 GRRL staff engagement survey	HR	Completed 8/2019
Complete 2019 Library Development Plan update	Leadership Team	Approved 10/2019
Small group staff meetings	Leadership Team	Completed Theory of Change activities 1&2 – 9/2019
Complete Edge Assessment 2.0 and develop action steps based on the benchmarks	Leadership Team	Completed 12/2019
Compare team and work group satisfaction and effectiveness	Executive Director	Completed 12/2019
Synthesize feedback from community meeting summaries	Executive Director	Completed 12/2019
Review SCSU user/non-user survey results and compare with 2015 survey results	Executive Director	Completed 12/2019
Compile community goals from existing partners – counties, cities, economic development, workforce development, educational partners	Executive Director	Completed 2/2020
Conduct focus groups for identified service areas	Borrower work group LSTA patron advisory group	Completed
Review Edge Assessment recommendations	Leadership Team	Completed 4/2020
Workgroup on diversity and inclusion next steps	Executive Director	Completed 1/2020
Review strategic plan statistical targets	Leadership Team	Completed 1/31/2020

Theory of Change Activity 3	Leadership Team	Completed 4/2020
Create community profiles by county, and largest cities	Executive Director	Completed 3/2020
Theory of Change Activity 4	Executive Director/ ComDev Coordinator	Completed 1/2021
Meet with Patron and Library Services Coordinators to develop local goals	PS Supervisors	September & October 2020 via Zoom
St. Cloud Patron Services & Circulation meeting	PS Supervisors/ Executive Director	Completed
DEI toolkit survey	DEI committee	Survey October 2020
Develop 1-year regional sustainability plan	Leadership Team	October 2020
Review and approve regional sustainability plan	GRRL Board	November 2020
Synthesize results into final 2022-2025 Strategic Plan	Leadership Team	Quarter 1 2021
Present findings to GRRL Board	Leadership Team	February 2021
Review draft plan	GRRL Board	June 2021
Approve plan	GRRL Board	July 2021

Core Values

- Exceptional Service
- Forward Thinking
- Community Focus

Strategic Priorities

- Literacy
- Access
- Library Awareness
- Operational Excellence

Mission:
Explore. Learn. Connect.

Vision:
The Neighborhood Gateway: Inspiring Central Minnesota to shape the future through exploration, knowledge and connection.

Theory of Change:

People in our communities can find and use trusted information they need to thrive.

- Culture of Literacy
- Community Collaboration
- Community Engagement

2022-2025 GRRL Strategic Plan Outline

Strategic Priority: Literacy

Our communities develop a strong culture of literacy.

Goal 1: Provide services to advance users' literacy skills.

Objective 1 - Increase regularly offered virtual regional programs in areas identified in Edge benchmarks:
- How to use online government resources.
- Job search, workforce skills or professional certification.
- Using online health and wellness resources, including electronic health care.
- Small business development and entrepreneurship.
- Using or navigating online educational content resources.
- How to become a citizen.

Objective 2: Expand the eBook, eAudiobook and database collection.

Objective 3: Expand the physical collection of library materials.

Strategic Priority: Access

All users feel welcome at the library and can easily access library services.

Goal 1: Expand efforts to make the library more welcoming and easier to access.

Objective 1: Eliminate late fees on all library materials to remove a major barrier to access. (DEI)

Objective 2: Increase display of library materials to represent a wide range of experiences and viewpoints at all libraries. (DEI)

Objective 3: Have programs and services for patrons with special needs. (DEI)

Objective 4: Maximize accessibility of digital tools and library website.

Strategic Priority: Library Awareness

Community members view the library as a trusted institution in which to meet and exchange views.

Goal 1: Expand awareness of the library's role in the community.

Objective 1: Increase targeted advertising to reach a wider audience. (DEI)

Objective 2: Increase awareness of digital tools. (Edge)

Objective 3: Increase the information about diversity, equity and inclusion efforts with the GRRL Board. (DEI)

Objective 4: Increase GRRL's culture of philanthropy.

Goal 2: Develop partnerships and collaboration with community organizations.

Objective 1: Maximize partnerships with community organizations that serve those unable to come to the library in person.

Objective 2: Increase collaboration with community organizations to offer resources and provide training and skill building.

Objective 3: Increase presentations about library services to share information and gather feedback.

Objective 4: Maximize opportunities for donor support of the library.

Strategic Priority: Operational Excellence

We use resources effectively and anticipate future needs.

Goal 1: Enhance efforts to offer effective and welcoming library service.

Objective 1: Increase training to support access and awareness.

Objective 2: Improve recruitment processes and job descriptions. (DEI)

Objective 3: Have a formal assessment process for library programs and services. (Edge)

Objective 4: Build up efforts to address diversity, equity & inclusion in the library. (DEI)

Objective 5: Maximize library financial investment options.

Goal 2: Provide up-to-date library technology.

Objective 1: Have a formal library technology management plan, and make it available for all staff to consult. (Edge)

Objective 2: Have a formal network security practices document for timely application of updates and patches. (Edge)