

1300 St. Germain Street West
St. Cloud, MN 56301
Telephone 320-650-2500 Fax 320-650-2501

Board of Trustees Meeting
Tuesday, September 21, 2021, 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.

- | | |
|---|-------|
| 1. Call to Order | 6:00 |
| 2. Introduction of New Board Member & Oath of Office | 6:01 |
| 3. Adoption/Amendment of Agenda | 6:04 |
| 4. Approval of Minutes | 6:05 |
| 4.1 July 20, 2021, Board Meeting (Requested Action – Approve) | pg 3 |
| 4.2 July 20, 2021, Personnel Committee Meeting (Requested Action – Approve) | pg 7 |
| 5. Public Open Forum | 6:07 |
| 6. Financials | 6:09 |
| 6.1 Bills (emailed) and Addendum (emailed) (Requested Action – Approve) | |
| 6.2 Financial Reports (emailed) (Requested Action – Accept) | |
| 7. Consent Agenda (Requested Action – Approve) | 6:12 |
| 7.1 Annual Financial Designations Update | pg 9 |
| 7.2 Regional Library Basic System Support FY2021 Report of Results | pg 17 |
| 7.3 Regional Library Telecommunications Aid FY2021 Final Report | pg 23 |
| 7.4 Regional Library Telecommunications Aid FY2022 Application | pg 25 |
| 7.5 Sartell Alternative Library Services Agreement | pg 29 |
| 7.6 Central Minnesota Libraries Exchange Board Appointment | pg 35 |
| 7.7 All Staff Day Library Closure Request | pg 37 |
| 7.8 Other | |
| 8. Communications | 6:20 |
| 8.1 Other | |
| 9. Presentations | 6:20 |
| 9.1 Kimball Library Building Committee (verbal) | |
| 9.2 Howard Lake Library Relocation & Construction (verbal) | |
| 9.2.1 Howard Lake Library Relocation & Construction Approval (Requested Action – Approve) | pg 39 |
| 9.3 Other | |
| 10. Staff Reports | 6:50 |
| 10.1 Executive Director's Report | pg 41 |
| 10.2 Management Reports | pg 43 |

- 10.3 Building Reports pg 49
- 10.4 Summer Reading Program Statistics pg 51
- 10.5 Other
- 11. Committee Reports** 6:55
 - 11.1 Finance Committee (verbal) (Requested Action – Approve)
 - 11.2 Central Minnesota Libraries Exchange Board (verbal)
- 12. Unfinished Business** 7:05
 - 12.1 Other
- 13. New Business** 7:05
 - 13.1 Financial Policy Revisions (Requested Action – Approve) pg 53
 - 13.2 Patron Services Policy Revisions (Requested Action – Approve) pg 59
 - 13.3 Executive Director Annual Evaluation Form Distribution (on table)
 - 13.4 Elk River Planned Gift – Closed Session
 - Closed meeting as permitted by the attorney-client privilege pursuant to Minn. Stat. 13D.05, Subd. 3(b)*
 - 13.5 Pending Litigation: Henne v. Great River Regional Library Discussion – Closed Session
 - Closed meeting as permitted by the attorney-client privilege pursuant to Minn. Stat. 13D.05, Subd. 3(b)*
 - 13.6 Other
- 14. Board Open Forum** 8:15
- 15. Next Meeting** – October 19, 2021, Board of Trustees Work Session 8:19
- 16. Adjournment** 8:20

**GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
July 20, 2021**

A regular meeting of the Great River Regional Library (GRRL) Board of Trustees was called to order by President Lisa Fobbe on Tuesday evening, July 20, 2021, at 6:02 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present:

Al Amdahl
Wayne Bauernschmitt
Jayne Dietz
Mary Eberley
Melissa Fee
George Fiedler
Lisa Fobbe
Mike Kaczmarek
Leigh Lenzmeier
Ed Popp
Jacey Wallace
Randy Winscher

Members Excused:

Mahado Ali
Zurya Anjum
Dave Kircher

GRRL Staff Present:

Amy Anderson
Karen Pundsack
Jay Roos
Julie Schmitz
Patricia Waletzko

INTRODUCTION OF NEW BOARD MEMBER & OATH OF OFFICE

This item was postponed because Mahado Ali was not in attendance.

ADOPTION/AMENDMENT OF AGENDA

Jayne Dietz made a motion to adopt the agenda as presented. Seconded by Mary Eberley, the motion carried unanimously.

APPROVAL OF MINUTES

Wayne Bauernschmitt made a motion to approve the May 18, 2021, Board meeting minutes as presented. Seconded by George Fiedler, the motion carried unanimously.

PUBLIC OPEN FORUM

There were no speakers for the Public Open Forum.

FINANCIAL REPORTS

Bills

Financial Reports

Ed Popp made a motion to approve the June and July bills and July bills addendum as presented. Seconded by Mary Eberley, the motion carried unanimously.

Randy Winscher made a motion to accept the May and June financial reports as presented. Seconded by Jayne Dietz, the motion carried unanimously.

CONSENT AGENDA

American Rescue Plan Act of 2021 Application

Arts & Cultural Heritage Fund FY2022 Application

GRRL Board 2022 Meeting/Work Session Schedule

Mary Eberley made a motion to approve the American Rescue Plan Act of 2021 Application, Arts & Cultural Heritage Fund FY2022 Application, and GRRL Board 2022 Meeting/Work Session Schedule as presented. Jacey Wallace seconded the motion. Brief comments followed. Upon vote, the motion carried unanimously.

COMMUNICATIONS

Career Solutions Letter

The Board acknowledged the thank-you letter from Career Solutions.

PRESENTATIONS

There were no presentations.

STAFF REPORTS

Executive Director's Report

Management Reports

Building Reports

2021 Regional Sustainability Plan Progress & Statistics

Human Resources Reports

Executive Director Karen Pundsack highlighted the following:

- Conversations have taken place with the Central Minnesota Community Foundation about investment options for GRRL. After research by Accounting Coordinator Amy Anderson, it was determined the Community Foundation investment options would not meet GRRL's requirements under state law.
- The GRRL 501(c)(3) application was submitted again. A reply from the Internal Revenue Service (IRS) is expected to take about 180 days.
- Howard Lake received a library improvement grant as Kimball did a few years ago. The plan is to build a new Howard Lake library. There have also been conversations in Paynesville about an expanded or new library.

Accounting Coordinator Amy Anderson shared that the Accounting department continues to work on training and continuity of operations. The plan to expand GRRL's certificate of deposit (CD) opportunities, as proposed to the Finance Committee, will move forward.

COMMITTEE REPORTS

Finance Committee

The Finance Committee report included:

- *Second Quarter Financial Report*
No additional information was provided.
- *Certificate of Deposit Investment Plan Discussion*
Accounting Coordinator Amy Anderson explained GRRL would like the option to purchase certificates of deposit (CD) from institutions within our six counties. The interest rates are slightly better than those we currently receive. The Finance Committee discussed suggestions and preferences. In September, the Committee will review for approval a CD investment plan and banks for possible partnerships.
- *GRRL 2022 Budget Proposal*
The proposed GRRL 2022 budget contained the same information as was reviewed at meetings in March and May. After discussion, the Finance Committee approved the budget as presented.

- **2022 Unassigned Fund Balance Spending & Recovery Plan**

The Unassigned Fund Balance spend-down is a five-year plan using funds from the existing reserve. Approval would be a one-year commitment for 2022, as the plan may need adjusting each year. The Finance Committee approved the Spending and Recovery Plan as presented.

Ed Popp made a motion to approve the Finance Committee report as presented. Seconded by Mike Kaczmarek, the motion carried unanimously.

Personnel Committee

Human Resources Generalist Position Description Update

The Personnel Committee approved the updated Human Resources (HR) Generalist position description. Associate Director – Human Resources Julie Schmitz explained that an upcoming retirement prompted the position description update. The position now combines responsibilities from the vacant HR Specialist and the existing Payroll & Benefit Coordinator and HR Generalist positions.

Jayne Dietz made a motion to approve the Personnel Committee report as presented. Seconded by Melissa Fee, the motion carried unanimously.

Fund Development Committee

Leigh Lenzmeier reported the Fund Development Committee conducted a SWOT (Strengths, Weaknesses, Opportunities & Threats) analysis at their last meeting. He added comments about the new Kimball Library financing, work done to achieve monetary goals to support its construction, and establishing connections with key community individuals across the region.

Central Minnesota Libraries Exchange Board

Jayne Dietz noted the Central Minnesota Libraries Exchange (CMLE) Board needs more GRRL representatives. Items addressed at the most recent CMLE Board meeting were the receipt of over \$9,000 in federal funding, the building leased for their offices is for sale, the audit results are pending, and the annual member meeting is in September.

UNFINISHED BUSINESS

Sartell Alternative Library Services Agreement Discussion

Executive Director Karen Pundsack informed newer Board members of the library services agreement between GRRL and the City of Sartell and provided locker system background information. In 2020, a one-year extension of the existing agreement was approved. GRRL's 2022 Budget reflects Sartell's payments for the last year. Associate Director – Information Technology Jay Roos added information about the locker system equipment status; replacement parts will be available for a limited time. Rather than purchase a new system, the company has offered a 6-year lease arrangement.

Sartell requested GRRL increase its financial contribution toward the agreement and use the community center Internet to reduce costs. Jay Roos explained the challenges of using a service not controlled by GRRL. After discussion, there was consensus that the Board supports continuing the agreement with the existing Internet connection.

GRRL 2022 Budget Proposal

Randy Winscher made a motion to approve the GRRL 2022 Budget as proposed. Seconded by Mike Kaczmarek, the motion carried unanimously.

Central Minnesota Libraries Exchange Board Appointments

Lisa Fobbe appointed Mahado Ali and reappointed Jayne Dietz to the CMLE Board. A vacant GRRL position remains.

NEW BUSINESS**2022-2025 GRRL Strategic Plan**

Executive Director Karen Pundsack mentioned the information and documents used to create the proposed 2022-2025 Strategic Plan. If approved, the anticipated next step would be to use American Rescue Plan Act funds to hire the Wilder Foundation to help develop a logic model for assessment and evaluation.

George Fiedler asked about how goal statements would be measured. Karen Pundsack explained objectives and key results will be added to the plan. George asked for clarification on the objective statement of “Build up efforts to address diversity, equity & inclusion in the library.” He stated that usually a strategic plan objective is a problem to work on. Karen explained that where DEI or Edge were noted in the document, it referred to results from those surveys and assessments. Other Board members spoke in favor of stating the intent to embrace diversity. Comments included that the reference is not only about race, but also about abilities and other areas of diversity, and GRRL needs to reflect its communities. George suggested replacing “build up” with “continue.”

Mary Eberley made a motion to approve the 2022-2025 Strategic Plan with the word change. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

Labor Negotiations Discussion – Closed Session

Ed Popp made a motion to close the Board meeting at 7:18 p.m. pursuant to Minnesota Statute 13D.03 Closed Meetings 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 Accounting Coordinator Amy Anderson.

The Board open meeting resumed at 7:36 p.m.

Union Negotiations Team Appointments

Lisa Fobbe appointed Randy Winscher and Ed Popp to the Union Negotiations Team.

BOARD OPEN FORUM

Board member comments included the resignation of Morrison County’s Administrator, hopes for rain, and a suggestion for a new CMLE Board member.

NEXT MEETINGS

The next Great River Regional Library Board of Trustees meeting will be Tuesday, September 21, 2021.

ADJOURNMENT

Lisa Fobbe adjourned the meeting at 7:40 p.m.

Lisa A. Fobbe, President

Zurya Anjum, Secretary

**GREAT RIVER REGIONAL LIBRARY
PERSONNEL COMMITTEE MINUTES
July 20, 2021**

A meeting of the Great River Regional Library (GRRL) Personnel Committee was called to order by Chairperson Jayne Dietz on Tuesday, July 20, 2021, at 5:31 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present:

Jayne Dietz
Melissa Fee
Lisa Fobbe
Jacey Wallace
Randy Winscher

Members Excused:

Zurya Anjum
Dave Kircher

GRRL Staff Present:

Amy Anderson
Karen Pundsack
Jay Roos
Julie Schmitz
Patricia Waletzko

ADOPTION OF AGENDA

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

APPROVAL OF MINUTES

The March 16, 2021, Personnel Committee meeting minutes were approved at the May 18, 2021, GRRL Board meeting. The Committee did not meet in May.

HUMAN RESOURCES GENERALIST POSITION DESCRIPTION UPDATE

Associate Director – Human Resources Julie Schmitz explained that an upcoming retirement prompted the Human Resources (HR) Generalist position description update. The position description now combines responsibilities from the vacant HR Specialist and the existing Payroll & Benefit Coordinator and HR Generalist positions. She reviewed the pay grade adjustment from existing positions to the updated position.

Leigh Lenzmeier made a motion to approve the updated HR Generalist position description as presented. Seconded by Jacey Wallace, the motion carried unanimously.

Executive Director Karen Pundsack informed the Committee that management has been having staffing discussions. Topics have included what it would mean if the \$15 per hour minimum wage were implemented, the need for substitute staff, how to apply the staffing calculator and staff equitably, and the current difficulty to fill aide positions. Brief discussion followed.

NEXT MEETING

The next Great River Regional Library Personnel Committee meeting is to be determined.

ADJOURNMENT

Jayne Dietz adjourned the meeting at 5:43 p.m.

Jayne Dietz, Chair



Annual Financial Designations Update

Submitted by Amy Anderson, Accounting Coordinator

BOARD ACTION REQUESTED

☐ Information ☐ Discussion ☒ Approve/Accept

RECOMMENDATION

Approve the updated depository designations, signer designations, and newly received letter of credit as detailed in the attached documents.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Statement of GRRL's updated Annual Financial Designations
- Letter of Credit No. 2234-7096, dated August 10, 2021, from FHLB Des Moines on behalf of Bremer Bank, N.A.
- Removal of Brenda Olinger as a designated account and check signer of the GRRL payroll account due to retirement

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed ☐ Failed ☐ Tabled

**Great River Regional Library
Annual Financial Designations Update**

a. Designation of Accounting Coordinator as Custodian of Library Funds

The Service Agreement, in Section 4.1 states the following:
The treasurer shall receive and be custodian of all money belonging to the Library from whatever source derived. The treasurer shall be the custodian of all bonds belonging to the Library.

The Board may at its annual meeting delegate such custodial duties to the Accounting Coordinator. That person shall be responsible for investments, maintaining cash receipts and disbursement, and preparing financial statements.

b. Designation of Approved Depositories

The following depositories have been approved for banking services of the Great River Regional Library System:

Bremer Bank, N.A.	Savings Account Expense Checking Account Payroll Checking Account Petty Cash Checking Account
MAGIC Fund	Savings Account Investments
Stearns Bank	Certificates of Deposit
The Bank of Elk River	Certificates of Deposit
Minnesota National Bank	Certificates of Deposit
Falcon National Bank	Certificates of Deposit

Designation of these financial institutions as approved depositories is required by the Board of Directors.

c. Acceptance of Current Letter of Credit

The following amounts are assigned to Great River Regional Library:
\$250,000.00 Letter of Credit #2234-7096 dated August 10, 2021

A copy of the above document is attached for your review. Acceptance of these documents by the Board of Directors is required.

d. Designation of Signers on Bank Accounts

The following are designated signers on the main checking, petty cash, savings, bank, and investment accounts:

- Lisa Fobbe, President of the Great River Regional Library Board
- Karen Pundsack, Executive Director
- Amy Anderson, Accounting Coordinator
- Linda Treb, Accounting Specialist

The following are designated signers on the payroll account:

- Lisa Fobbe, President of the Great River Regional Library Board
- Karen Pundsack, Executive Director
- Julie Schmitz, Associate Director, Human Resources
- Amy Anderson, Accounting Coordinator
- Linda Treb, Accounting Specialist

Designation of these organization members as signers is required by the Board of Directors, and authorizes signers to make deposits and transfer funds.

e. Designation of Signers on Payroll and Expense Checks

The following are designated as check signers for the expense checking and petty cash accounts:

- Lisa Fobbe, President of the Great River Regional Library Board
- Karen Pundsack, Executive Director
- Amy Anderson, Accounting Coordinator
- Linda Treb, Accounting Specialist

The following are designated as check signers for the payroll expense checking account:

- Lisa Fobbe, President of the Great River Regional Library Board
- Karen Pundsack, Executive Director
- Julie Schmitz, Associate Director, Human Resources
- Amy Anderson, Accounting Coordinator

Designation of these organization members as check signers is required by the Board of Directors.



LETTER OF CREDIT NO. 2234-7096

Effective Date: August 10, 2021

Great River Regional Library

lindat@grrl.lib.mn.us

1300 W St Germain St

St Cloud, MN 56301

Attention: Linda Treb

, Amy Anderson

, amya@grrl.lib.mn.us

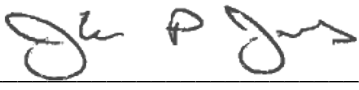
Dear Sir/Madam:

We have established this irrevocable and unconditional Letter of Credit ("Letter of Credit") in your favor as beneficiary ("Beneficiary") and you are hereby irrevocably authorized to draw on the Federal Home Loan Bank of Des Moines (the "Bank"), Irrevocable Standby Letter of Credit No. 2234-7096 for the account of Bremer Bank, National Association, Saint Paul, MN (the "Member"), available upon the terms and conditions hereinafter set forth, an aggregate amount not exceeding \$250,000.00 ("Stated Amount").

1. Funds under this Letter of Credit are available to you against our receipt by the Bank of a certificate in the form attached as Exhibit "A" hereto (a "Drawing") which Drawing may be for all or any part of, but shall not exceed, the Stated Amount.
2. Presentation of such certificate(s) shall be made: (a) at our office located at 909 Locust Street, Des Moines, Iowa 50309, (b) via facsimile to 515.699.1250, or (c) via email to moneydesk@fhlbdm.com. We hereby agree that all drafts drawn under and in compliance with the terms of this Letter of Credit will be duly honored by us upon delivery of the certificate(s), as specified, if presented as described in this paragraph on or before the expiration date hereof.
3. If a drawing in respect of payment is made by you hereunder on a business day on or prior to the Expiration Date, and provided that such drawing and the documents presented in connection therewith conform to the terms and conditions hereof, payment shall be promptly made to you or to your designee, of the amount specified, which shall not exceed, with other draws previously submitted and not repaid, the Stated Amount in immediately available funds, within three (3) business days of the receipt of such drawing. If a drawing made by you hereunder does not, in any instance, conform to the terms and conditions of this Letter of Credit, we will give you prompt notice stating the reasons therefore and that we are holding any documents presented to us at your disposal or are returning the same to you, at our discretion. Upon being notified that the drawing was not in accordance with the Letter of Credit, you may attempt to correct any such drawing if, and to the extent that, you are entitled (without regard to the provision of this sentence) and able to do so.
4. As used herein "business day" shall mean any day other than a Saturday, Sunday, a day on which financial institutions in the State of Iowa are authorized or required by law to close or on which the Fed wire system of the Federal Reserve Board is closed for fund transfers.

5. Only you may make a drawing under this Letter of Credit. Upon the payment to you, to your designee or to your account of the amount specified in a sight draft(s) drawn hereunder, we shall be fully discharged on our obligation under this Letter of Credit with respect to such sight draft(s) and we shall not thereafter be obligated to make any further payments under this Letter of Credit in respect of such sight draft(s) to you or any other person.
6. This Letter of Credit shall automatically terminate upon the earlier of (i) the making by you of a drawing which reduces the available balance hereunder, to \$0, or (ii) the date on which we receive notice from you, signed by an Authorized Officer, indicating that such letter of credit is being returned to the Bank for cancellation, (iii) thirty (30) days following notice from the Bank of a default by the Member pursuant to the various agreements between the Bank and the Member and payment to you on or before such thirtieth (30th) day of the full amount of the letter of credit, and (iv) 12:00 p.m. Iowa time on November 10, 2021 (after honoring any draws received in accordance with the Letter of Credit) (the "Initial Expiration Date")..
7. This Letter of Credit is issued subject the International Standby Practices 1998 ("ISP 98"). This Letter of Credit shall also be governed by the laws of the State of Iowa to the extent not inconsistent with ISP 98. If this Letter of Credit expires during an interruption of business, as described in ISP 98, the Bank hereby specifically agrees to effect payment if this Letter of Credit is drawn against within 30 days after the resumption of business.
8. This Letter of Credit sets forth in full our undertaking, and such undertaking shall not in any way be modified, amended, amplified or limited by reference to any document, instrument or agreement referred to herein except only the certificate(s); and any such reference shall not be deemed to incorporate herein by reference any document, instrument or agreement except for such certificate(s).

FEDERAL HOME LOAN BANK OF DES MOINES
909 Locust Street
Des Moines, IA 50309

By:  _____

Title: Money Desk Manager Aug 10, 2021

Effective Date: August 10, 2021

LETTER OF CREDIT NO. 2234-7096

EXHIBIT A

DRAWING CERTIFICATE

The undersigned, a duly authorized officer of Great River Regional Library (the "Beneficiary") hereby certifies to the Federal Home Loan Bank of Des Moines (the "Bank") with reference to Irrevocable Standby Letter of Credit No. 2234-7096 (the "Letter of Credit") (any capitalized term used herein and not defined shall have its respective meaning as set forth in the Letter of Credit) issued by the Bank in favor of Beneficiary, that:

- 1. An Event of Default has occurred pursuant to agreements between the Beneficiary and your Member which authorizes a draw upon this Letter of Credit.
- 2. The amount of the drawing when added to the amount of any other drawing under the Letter of Credit made simultaneously herewith, does not exceed the Stated Amount of the Letter of Credit.
- 3. Payment by the Bank pursuant to this drawing shall be made by wire transfer in immediately available funds to_____, ABA Number _____, Account Number _____, Attention: _____, Re: _____.

IN WITNESS WHEREOF, this Certificate has been executed this ____ day of _____, 20____.

GREAT RIVER REGIONAL LIBRARY

By_____

Title:_____



REGIONAL LIBRARY BASIC SYSTEM SUPPORT

REPORT OF RESULTS AND EXPENDITURES

FY21 (July 1, 2020 – June 30, 2021)

This report is provided as required by Minnesota Rules, Chapter 3530.

Name and address of regional public library system: Great River Regional Library, 1300 West St. Germain Street, St. Cloud, MN 56301

Name, phone number and e-mail address of regional public library system administrator: Karen Pundsack, 320-650-2512, karenp@grrl.lib.mn.us

Please estimate the number of people who received services provided with Regional Library Basic System Support (RLBSS): 496,477

By signing, we certify that the data and information contained in this report are true and correct to the best of our knowledge and belief:

Signature:

Name: Lisa Fobbe
Chair, Governing Board
Date: Sept. 21, 2021

Signature:

Name: Karen Pundsack
Regional Public Library System Administrator
Date: Sept. 21, 2021

Please send one PDF copy of the signed report to Hannah Buckland at hannah.buckland@state.mn.us by October 1, 2021.

Report of Accomplishments

Overall Results

At a Glance – Please provide a few quick statistics that summarize your FY21 results:

2021 Qtr 2 cumulative	
Resident Borrower Numbers Number of residents with active library card	85,675
Circulation Number of books and media borrowed by patrons (not digital)	1,214,861
Juvenile Circulation Number of juvenile items (books and media) borrowed by patrons	526,241 43% of total circulation
New Digital Library Users Number of borrowers registered for Digital Library	2,631
Digital Library Checkouts Number of eBooks and eAudiobooks borrowed	131,828
Internet usage Number of in-person Internet computer sessions	22,890

Individual Programs

Briefly highlight the programs/services/activities that took place during FY21, using the format below for each. Please include as many programs needed to fully describe your activities and limit the narrative for each program to 200-250 words.

Description of Program:

- Please describe what you did through this program: **Resource sharing throughout the six-county region**
- What was the goal of your program?

Goal 1: Residents will have clean and comfortable facilities that promote community connection and enhance physical library services access.

- Who was served by this program? **Library users in Central Minnesota**
- How did this program contribute to your organization's mission and strategic plan goals?

Objective 1: Access inside the library

- Fourteen libraries have a local plan for displays, merchandising and/or wayfinding.
- In 22 libraries, at least two new merchandising efforts have generated increased patron interest and checkouts.
- Revised regional weeding guidelines launched in April with increased focus on relocating.

Objective 2: Serve those who are homebound

- Library Services Coordinators made connections with a new, potential community partner for homebound and/or institutional delivery in 16 libraries. Two have worked with a partner organization to develop a plan for serving homebound patrons and one began delivering books to a local care center.
- Four locations created new Caretaker Organization or Institutional accounts, and five renewed or updated existing accounts. Library Services Coordinators made connections with a new, potential community partner for homebound and/or institutional delivery in 16 libraries. Two have worked with a partner organization to develop a plan for serving homebound patrons and one began delivering books to a local care center.

Objective 3: Support for at-home learners

- Eleven libraries provide space - either tables or study rooms - for home learner support. At another 12 libraries, staff provide curriculum-based, take-home materials for children and youth, and at 17 libraries, staff did outreach to local schools and home educators during this quarter.
- **Program Outcomes** – Please provide one or more performance measures, including two data points for each and the dates of those data points.

Name of measure	FY2020 data 2020 Qtr 2 cumulative	FY2021 data 2021 Qtr 2 cumulative
Resident Borrower Numbers Number of residents with active library card	93,883	85,675
Circulation Number of books and media borrowed by patrons (not digital)	792,014	1,214,861
Juvenile Circulation Number of juvenile items (books and media) borrowed by patrons	297,818 38% of total circulation	526,241 43% of total circulation
New Digital Library Users Number of borrowers registered for Digital Library	4,060	2,631
Digital Library Checkouts Number of eBooks and eAudiobooks borrowed	128,252	131,828
Internet usage Number of in-person Internet computer sessions	25,415	22,890

Description of Program:

- Please describe what you did through this program: **Enhance communication among staff around the region and provide professional development opportunities.**
- What was the goal of your program?

Goal 1: Library users will encounter well-trained, engaged and empowered team members at all libraries to meet their current and future information needs.

- Who was served by this program? **Library users in Central Minnesota**
- How did this program contribute to your organization's mission and strategic plan goals?

Objective 1: Provide training to support access and awareness

- Online training offered by PS Supervisor on merchandising and wayfinding for LSCs, library assistants, associates and aides. Daily News articles continued to highlight relevant topics.
- Seven LSCs made efforts to standardize the welcome and orientation for new card holders. GRRRL materials in multiple languages are on hand to share with new card holders in 14 libraries. Most LSCs have had a discussion about improving patron experience at a staff meeting this quarter.

Program Outcomes – Please provide one or more performance measures, including two data points for each and the dates of those data points.

Name of measure	FY2020 data 2020 Qtr 2 cumulative	FY2021 data 2021 Qtr 2 cumulative
Harassment training attendees	181	121
Shadow Day (2020)/Virtual Reference & Circulation training (2021) attendees	4	35 Reference 18 Circulation
De-escalation training attendees	Not offered	26
Weeding for Condition virtual training attendees	Not offered	38
Space usage/wayfinding virtual training attendees	Not offered	25
Summer Reading Program 2021 training on Beanstack attendees	Not offered	19

Summary of Expenditures

Please complete the spreadsheet that accompanies this form.

Explain expenditures that varied 10% or more from the FY21 state aid application:

Regional Library System Name: Great River Regional Library	
State Fiscal Year 2021	
Summary of Expenditures	
	Amount
Personnel Expenses	
Salaries and Wages	\$1,604,284
Benefits	
Staff Development, Tuition and Other Reimbursements	
Total Personnel	\$1,604,284
Total FTE Supported	32.16
Operating Expenses	
Telephone (voice and data)	
Telecommunications	
Computer Software and Software Licensing	
Other Technology Equipment	
Printing and Copying	
Postage and Delivery	
Travel and Mileage	
Rent	
Operating Leases or Rentals	
Utility Services	
Repairs and Maintenance Services	
Insurance	
Dues and Memberships	
Audit	
Board expenses, including per diem	
Materials and Supplies	
Other (please specify)	
Total Operating Expenses	\$0
Program Expenses	
Consulting Fees/Fees for Services	
Services Purchased from Other MN Joint Powers Agencies	
Automation System	
Delivery	
Vehicles	
Equipment	
Travel and Mileage	
Scholarships/Direct Member support	
Library Materials and Collections	
Communications and Marketing	
Staff Development	
Materials and Supplies	
Workshops and Events	
Other Contracted services	
Food and Beverages	
Other (please specify)	
Total Program Expenses	\$0
Total State Aid Expenditures	\$1,604,284



Regional Library Telecommunications Aid Program FY 2021 (July 1, 2020 – June 30, 2021)

Final Report Signature Page

A complete final report for the FY 2021 RLTA program includes a signature page, spreadsheet, and documentation of actual costs for Category 1, Category 2, and participation costs. Acceptable documentation includes:

Category One Costs (please choose one):

- BEAR forms
- SPI forms
- Vendor invoices
- Statement from your consortium verifying actual costs and e-rate discounts

Category Two Costs:

- E-rate notification (if applied for)
- Vendor invoices
- Statement from your consortium verifying actual costs and e-rate discounts

Participation Costs:

- Vendor invoices

Please contact [Hannah Buckland](#) if you have questions about documentation or any other part of the report.

We, the undersigned, certify that the data provided in the attached final report (spreadsheet and documentation) are true and correct to the best of our knowledge and belief.

Regional Public Library System Name: GREAT RIVER REGIONAL LIBRARY

Signature:

Name: LISA FOBBE

Chair, System Governing Board

Date: 9/21/21

Signature:

Name: KAREN PUNDSACK

Regional Public Library System Administrator

Date: 9/21/21

Please email your report to hannah.buckland@state.mn.us by **Friday, September 17, 2021**.

**REGIONAL LIBRARY TELECOMMUNICATIONS AID****FY 2022 (July 1, 2021 – June 30, 2022)****APPLICANT INFORMATION, ASSURANCES, AUTHORIZED SIGNATURES**

Contact Person: Jay Roos

Regional Public Library System: Great River Regional Library

Street Address: 1300 W St. Germain

City: St. Cloud State: MN Zip Code: 56301

Telephone: 320-650-2500

Fax: 320-650-2556

E-mail: jayr@grrl.lib.mn.us

Minnesota Tax ID#: 41-0976030

Locations Open Fewer than 20 Hours per Week

Please identify any locations open fewer than 20 hours per week and provide a reason for each:

NONE

Assurances:

All regional public library system members or branches meet the state-certified level of library support as required under *Minnesota Statutes 134.34 and Minnesota Statutes 275.761*.

Connections are adequate and employ open network architecture permitting interconnectivity with school districts, post-secondary education, or other governmental agencies.

Connections are established using the most cost-effective means and are coordinated with other education and government entities where appropriate.

The regional public library system has submitted or is included in a federal e-rate application for discounts on category one expenses funded through the RLTA program.

The regional public library system and its members or branches are in compliance with the requirements of the Children's Internet Protection Act.

The regional public library system and its members or branches are in compliance with *Minnesota Laws 2000, Chapter 489, Article 6, Section 27, Section (a)*. This means all public library computers with access to the internet and available for use by children under the age of 17 restrict 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. The library system is also in compliance with section (c), prohibiting adult access to material that under federal or state law is reasonably believed to be obscene or child pornography.

The regional public library system and its members or branches are in compliance with *Minnesota Laws 2000, Chapter 492, Article 1, Section 49, Subd. 5A*, and have a policy prohibiting library users from using the library's internet access to view, print, or distribute material that is obscene per *Minnesota Statutes 1998 Chapter 617, Article 241*.

The regional public library system will retain for ten years all records related to the RLTA and e-rate programs, including pre-commitment, contracting, post-commitment, invoicing and backup data. When requested, the regional public library system will make these documents available to State Library Services.

Authorized Signatures

I certify that my organization will comply with the above assurances and all other applicable laws and regulations.

Date: 9/21/21

Signature:

Name: Lisa A. Fobbe

Chair, System Governing Board

Date: 9/21/21

Signature:

Name: Karen Pundsack

Regional Public Library System Administrator

The following forms comprise a complete application:

- ☐ FY22 Applicant Information, Assurances and Authorized Signatures
- ☐ FY22 Regional Library Telecommunications Aid Application Spreadsheet. Please use figures from your funding commitment decision letter(s) for e-rate year 2021, if available, to complete this document. Otherwise, please use your e-rate year 2020 FCDL(s) and your e-rate year 2021 form 471. When you receive your e-rate year 2021 FCDL, please update and re-submit your spreadsheet.
You can apply for additional category two services by resubmitting the FY22 Regional Library Telecommunications Aid Application spreadsheet by January 15, 2022.
- ☐ E-rate 471 form(s) and funding commitment decision letter(s) for e-rate year 2021. Each entity included in your application must have or be included in submitted FCDL(s).
If e-rate year 2021 FCDL is not available, please submit e-rate year 2021 form 471 and e-rate year 2020 FCDL as an initial estimate for the current RLTA application. Please notify State Library Services if you expect a significant change in costs from the previous year. When you receive your e-rate year 2021 FCDL, please submit it along with an updated spreadsheet.
- ☐ If you are applying for category two services from the current eligible services list, please include e-rate year 2021 form 471. If you are applying for eligible services list items from prior years, please include request for proposal and bid documents or contracts executed under cooperative purchasing agreements.

Please note that you will need to submit BEAR forms or other documentation of actual costs as part of the FY22 final report.

Please email the signed and completed application forms to hannah.buckland@state.mn.us by **Friday, October 29, 2021**. Completed forms can be sent as PDF documents or in original formats.



Sartell Alternative Library Services Agreement Extension

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Approve/Accept

RECOMMENDATION

Approve extension of the Sartell Alternative Services Agreement through December 2027.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Sartell Alternative Services Agreement Amendment

Sartell City Council approved this extension on August 9, 2021. Funding for 2022 would come from the GRRL Branch Development Fund and the GRRL Operating Budget.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ 7,300

Funding Sources: City of Sartell/GRRL Branch Development Fund/GRRL Operating Budget

Budgeted: ☒ Yes for revenue ☒ No for expenditures ☐ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled

Alternative Library Services Agreement

THIS AGREEMENT, made and entered into this _____ day of _____, _____, by and between the City of Sartell, a municipal corporation, hereinafter collectively referred to as "CITY," and Great River Regional Library, a public regional library system established under Minnesota Statutes, hereinafter referred to as "GRRL."

WHEREAS, the Sartell City Council, by written action, has established a commitment to develop and maintain alternative library services with the Great River Regional Library System in the City of Sartell in the form of GRRL2Go, a local material delivery and return service utilizing the Bibiloteca remoteLocker system. Approximate annual costs for the equipment and maintenance are \$25,800 annually.

NOW, THEREFORE, the parties hereto wish to commit in writing the terms and conditions under which the CITY will be affiliated with GRRL, and in consideration of the premises, the parties do hereby agree as follows:

1. **ALTERNATIVE LIBRARY SERVICES.** Throughout the term of this agreement GRRL agrees to provide alternative library services in the form of local material delivery and return services utilizing the Biblioteca's Library as a Service remoteLocker system subscription. These services shall be an enhancement of regional library services already provided to Sartell residents through GRRL branch library services in other cities. The following specific services shall be provided:
 - a. Two day per week delivery of GRRL and interlibrary loan materials requested for delivery to the Sartell Community Center by GRRL patrons.
 - b. Four day per week pick up of GRRL and interlibrary loan materials returned to the Sartell Community Center by GRRL patrons.
 - c. Selection of library materials available in the library system. All materials purchased for the library collection are to be ordered through GRRL regardless of the source of funds. Local citizens are encouraged to make suggestions for collection development and GRRL staff will evaluate those recommendations utilizing the library's Collection Development Policy. Gift materials, monetary donations, and equipment will be accepted under the provisions of GRRL policies.
 - d. Automation equipment, software and licenses required to perform assigned GRRL functions. GRRL maintains a centralized integrated library automation system and is a MnLINK participant.
2. **FACILITY.** Throughout the term of this agreement, the City of Sartell will provide a facility to serve as the location of the GRRL alternative services based on the standards as outlined in GRRL policy. All costs associated with operation and upkeep of the building including, but not limited to custodial services, utilities, insurance, security, snow removal and building maintenance will be paid for by the CITY without offset or reimbursement to or from the GRRL funds or appropriations.
3. **ADDITIONAL CITY RESPONSIBILITIES.** In connection with the operation of alternative services in the City of Sartell, the CITY shall be responsible for the following:

- a. The CITY recognizes providing library services could result in future state maintenance of effort obligations;
 - b. The alternative library service must abide by the policies established by the GRRL Board of Trustees.
4. **FEES AND REIMBURSEMENTS.** Charges for ongoing operational costs for the service will be the responsibility of the CITY. GRRL will provide up to \$7,300 annually toward system maintenance throughout the term of this agreement.
5. **TERMS AND CONDITIONS.** GRRL will invoice the CITY and the CITY will pay annually for this service. Usage and capacity of the system will be analyzed annually. Additional costs for expanding the system or increasing service levels will be the responsibility of the CITY.
6. **FIRE AND EXTENDED COVERAGE INSURANCE.** The CITY at its sole cost and expense, shall keep the building and all improvements appurtenant thereto, and all fixtures and equipment therein, insured for the benefit of the CITY against loss or damage by fire and against such other risks as are or shall be customarily covered with respect to buildings similar in construction, general location, use, and occupancy including, but not limited to, windstorm, hail, explosion, vandalism, riot and civil commotion, damage from vehicles, smoke damage, and such other damage as may be deemed necessary by the CITY.
7. **INSURANCE.** GRRL shall maintain insurance coverage upon all personal property owned by GRRL including library materials and equipment. The CITY shall maintain insurance coverage upon all other personal property owned by CITY. GRRL is responsible for its own liability and worker's compensation insurance coverage.
8. **EMPLOYEES.** GRRL will employ such individuals as it deems appropriate to provide the necessary library services associated with operating the alternative library service. The salary, employment schedule and job description for all employees will be established by GRRL. Any employees will serve under the terms of the GRRL Personnel Rules and Policies.
9. **EFFECTIVE DATE AND TERMINATION DATE.** This Agreement will be in full force and effect during the term of this Agreement from January 1, 2022 through December 31, 2027. The terms and conditions of this Agreement will be reviewed by all parties 90 days prior to expiration unless otherwise extended or terminated earlier by GRRL or the City of Sartell. If a party fails to fulfill its obligations under this Agreement in a proper and timely manner, or otherwise violates the terms of this Agreement, the other party has the right to terminate this Agreement.

If the agreement is terminated the CITY agrees to:

- a. Allow GRRL staff and Internet service provider to remove all telecommunications equipment owned by GRRL but located on site.
- b. Return all materials, equipment or other items received from GRRL for which the ownership has not been transferred whether owned by GRRL or by other persons or facilities.

If the CITY terminates the agreement, it cannot re-apply for services until a minimum of three years has passed from the date of termination. Upon termination of this Agreement by GRRL, the CITY shall be relieved of any further obligations to GRRL. Termination does not relieve the CITY of any current obligations to GRRL. Cities that terminate services can make no future

claims against GRRL.

Upon termination of this Agreement by either party, the operation of alternative library services will cease. Each party will be responsible for removing its property from the facility. GRRL will remove its property from the facility within 30 days of the cessation of services.

10. **NOTICES.** All communications and notices required to be given or served hereunder shall be in writing and shall be deemed to have been duly given or served if delivered in person or deposited in the United States Mail, postage prepaid, for mailing by certified or registered mail, return receipt requested, and addressed to a party to this agreement at the address hereafter stated:

Executive Director
Great River Regional Library
1300 W St. Germain Street
St. Cloud, MN 56301

City Administrator
City of Sartell
125 Pinecone Road North
Sartell, MN 56377

11. **BINDING EFFECT.** This agreement shall be binding on and shall inure to the benefit of the parties hereto and to their assigns and successors in interest.
12. **AMENDMENT, MODIFICATION, AND WAIVER.** No amendment, modification, or waiver of any condition, provision, or term hereof shall be valid or of any effect unless made in writing, signed by parties hereto and specifying with particularity the extent and nature of such amendment, modification, or waiver. Any waiver by any party of any default of another party shall not affect or impair any right arising from any subsequent default.
13. **SEVERABLE PROVISIONS.** Each provision, section, sentence, clause, phrase, and work of this agreement is intended to be severable. If any provision, section, sentence, clause, phrase, or work hereof is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of the agreement.
14. **MINNESOTA LAW.** This agreement shall be construed and enforced in accordance with the laws of the State of Minnesota.
15. **ASSIGNMENT.** Neither party may assign its interest hereunder without the express written consent of the other party.
16. **INDEMNIFICATION.** GRRL and the CITY mutually agree to defend, indemnify and hold each other, its officials, officers, employees and agents harmless from any claims, demands, actions or causes of action, (including reasonable attorney's fees and expenses), arising out of any act or omission arising from their own negligent acts, its subcontractors, agents or employees in the performance of, or with relation to, any of the work or services to be performed or furnished by GRRL or the CITY under this Agreement.
17. **MEDIATION.** By mutual agreement of the parties, any claim or controversy arising out of or relating to this agreement or the breach thereof may be settled by mediation. This shall not be construed to prevent any party from seeking legal redress to enforce the provisions of this agreement.

IN WITNESS WHEREOF, the parties have caused this agreement to be executed the day and year first above written.

CITY OF SARTELL

Mayor

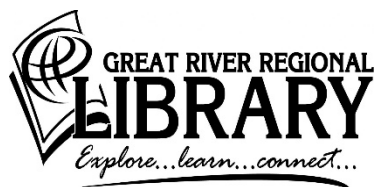
City Administrator/Clerk

GREAT RIVER REGIONAL LIBRARY

Library Executive Director

President, GRRL Board of Trustees

Secretary, GRRL Board of Trustees



CMLE Board Appointment Request

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Appoint Dorothy Kersten as a GRRL representative on the Central Minnesota Libraries Exchange Board.

BACKGROUND INFORMATION

☐ Supporting Documents Attached

Sent: Tuesday, August 24, 2021 9:22:40 PM

Subject: Re: Fwd: CMLE Board Appointment Interest

I grew up in the Litchfield area on a farm, the fourth of five children. We all attended a one-room country school where I read nearly every book in the small library. The Carnegie Library in Litchfield was always a great place to visit.

My Bachelors Degree in Elementary Education and Masters Degree in Information Media in 1986 were earned at St. Cloud State. I enjoyed working at the library throughout my college years.

I served as a teacher/media specialist in the Annandale Public School for 32 years and continue to serve as a substitute teacher in Annandale.

My husband, Douglas, and I have two adult children. Our daughter works in the health care field as a contract manager and our son is an Army endodontist in Colorado, who was recently promoted to Colonel.

We have five young grandchildren-being a grandma is one of life's greatest joys!

Over the past five years I've been heavily involved in fundraising, promoting, drawing plans, and choosing furnishings for the new Kimball Public Library. It was a group and community effort whose work paid off!

Sent: Wednesday, August 25, 2021 6:09:33 PM
Subject: Re: CMLE Board Appointment Interest

Another addition that may be of interest is that I served for 18 years on the Kimball School Board.

Thank you.
Dorothy

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed ☐ Failed ☐ Tabled



All Staff Day Library Closure Request

Submitted by

Julie Schmitz, Associate Director of Human Resources

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Approve/Accept

RECOMMENDATION

Request to close all GRRL libraries to the public on Monday, April 25, 2022, for GRRL All Staff Day.

BACKGROUND INFORMATION

☐ Supporting Documents Attached

GRRL offers All Staff Day annually. Due to the pandemic, we have not held All Staff Day since 2019. It is an opportunity for all GRRL staff to meet together under one roof.

We are conducting All Staff Day in April 2022 to provide specific staff training as part of the LSTA Grant that ends on June 30, 2022.

FINANCIAL IMPLICATIONS

Estimated Cost: \$20,000 – wages and associated costs

Funding Source: 2022 GRRL Operating Budget & LSTA FY2021 Grant

Budgeted: ☒ Yes ☐ No ☐ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled



Howard Lake Library Relocation & Construction Formal Approval

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Approve/Accept

RECOMMENDATION

Approve relocation of the Howard Lake Public Library to the location proposed in the city's Library Construction Grant award.

BACKGROUND INFORMATION

☐ Supporting Documents:

- Project presentation from City of Howard Lake

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: ☐ Yes ☐ No ☒ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled

Executive Director Report September 2021

Leadership Support Team (LST)

The team discussed plans for fines free policy changes. Plans are also in progress to promote and communicate the changes as part of the Year-End Campaign.

LST also conducted a SWOT (Strengths, Weaknesses, Opportunities & Threats) analysis of GRRL fundraising as a step toward updating the GRRL fundraising plan. The Fund Development Committee also did a SWOT analysis in July. The results from each will be compared and used to update the plan. The current plan was built by Library Strategies in 2018. The GRRL Board will review the new plan and approve it by the end of this year.

Work began work on strategies to carry out 2022-2025 Strategic Plan objectives.

State Library Director Search

I was asked to be part of the interview panel for preliminary interviews for the State Library and Expanded Learning Director for the Minnesota Department of Education as a representative of the library community. The state librarian position has been open since Jennifer Nelson left to lead the New Jersey state library in December. The interview panel completed its work in August and forwarded its recommendations to Assistant Commissioner Bobbie Burnham.

Diversity, Equity & Inclusion (DEI) Work Group

The DEI work group held its final meeting in August. This group was established in 2020 to work through the action steps identified by a focus group of GRRL staff. Work group members agreed to serve a one-year commitment in August 2020. The group consensus was work should continue and is ongoing. We have a new strategic plan in place that includes specific DEI goals and a Library Services & Technology Act (LSTA) grant to support staff training in this area. We will wait to convene a new team to identify new action steps.

American Rescue Plan Act (ARPA) projects

We received our ARPA grant award documents the last week in August, so have started to move forward with the projects we outline in the application.

Associate Director – Information Technology Jay Roos has contacted the cities where our libraries have parking lots to gauge interest in extension of wifi services. He also ordered two Owl devices to test for hybrid meeting environments.

I have met with the partners from Exploring Potential Interests & Careers (EPIC) and the Central Minnesota Boy Scouts to begin work on expanding career exploration experiences across the region. Contracts are final with the Wilder Foundation research division to begin work on a GRRL logic model. This project will help us document key inputs and strategic plan activities and their expected outcomes post-COVID.

Day at the Desk

I resumed spending a “Day at the Desk” in our libraries this summer. In July, I spent the day at the new Kimball Library and helped during their Raptor Center presentation. In August, I helped to cover the desk during story time. The session had been scheduled outdoors, but was moved inside due to high levels of smoke that day. I will continue to schedule these as my schedule allows. It is useful to connect in person with staff and see the day-to-day activities at the library.

Central Minnesota Libraries Exchange (CMLE)

In September, I agreed to serve on the Central Minnesota Libraries Exchange board as the public library representative. East Central Regional Library (ECRL) Director Carla Lydon had held this position for the past three years. She asked to step down to focus her attention on the challenges facing ECRL in the coming year. Mary Eberley, Jayne Dietz, and I used the CMLE board meeting as an opportunity to test the Owl technology in a hybrid meeting setting.

Highlighted Executive Director Activities since July Board Meeting

July 21 – LST Board Follow-up Meeting
 July 22 – CRPLSA virtual meeting
 July 26 – Regional Library Directors Lunch at SCSU
 July 29 – Meeting with City of Sartell, Day at the Desk in Royalton
 Aug 3 – Sherburne County budget presentation with Accounting Coordinator Amy Anderson, Create CommUNITY Advisory Board meeting – virtual
 Aug 5 – LST meeting
 Aug 9 – Benton County budget presentation with Accounting Coordinator Amy Anderson, Career Solutions Program Committee meeting – virtual
 Aug 10 – Stearns County budget presentation with Accounting Coordinator Amy Anderson
 Aug 11 – Day at the Desk in Kimball
 Aug 12 – State Library and Expanded Learning Director interviews – virtual
 Aug 13 – State Library and Expanded Learning Director interviews – virtual
 Aug 16 – Organizational Orientation - virtual
 Aug 17 – Todd County budget presentation with Accounting Coordinator Amy Anderson
 Aug 19 – LST meeting
 Aug 23 – DEI work group
 Aug 24 – Q3 staff huddles – virtual
 Aug 30 – Meeting with EPIC partners on ARPA project
 Sept 1 – MLA Legislative Forum
 Sept 7 – Morrison County budget presentation with Accounting Coordinator Amy Anderson
 Sept 9 – MN Libraries Lead virtual meeting, Stearns County Human Services Advisory Board – virtual
 Sept 10 – CMLE meeting – virtual in Elk River
 Sept 13 – MCN Bite-Sized Learning: Biology of Race webinar, Career Solutions Program Committee meeting – virtual
 Sept 14 – Wright County budget presentation with Accounting Coordinator Amy Anderson, Create CommUNITY Advisory Board meeting – virtual
 Sept 15 – League of MN Cities Fiscal Futures Policy presentation on state library funding
 Sept 16 – St. Cloud Chamber of Commerce Quarterly Business Review
 Sept 17 – Lunch meeting with Minitex Director Maggie Snow

Management Reports

September 2021

Amy Anderson
Accounting Coordinator

Accounting

Finding efficiencies within daily operations continues to be our main focus. Our most recent accomplishments include an update to the way cash reports are input within Drupal, several additions to our external vendors list, and researching updates that have occurred within our Accounting software. We are also in the process of implementing a new credit card program that gives GRRL more flexibility and a more autonomous user experience. The summer closes with county budget presentations and work with other departments on the library's fines-free initiatives. Our part has included a presentation of the fines-free expansion goals to each county board, research of the costs and number of patron notices sent on a monthly basis, and the review of departmental efficiencies gained by changing the refund policy for lost items.

Investments

The current savings interest rate is 0.02% at Bremer, and 0.02% with MAGIC. At the July Finance Committee, an opportunity to expand our current certificate of deposit purchase program to include institutions within the GRRL counties was discussed. A request to add four local financial institutions to the GRRL financial designations is included in this month's Board items for consideration.

Matured CDs

There were no Certificate of Deposit maturities in July or August.

Purchased CDs

There were no Certificate of Deposit purchases made in July or August.

Letter of Credit

Letter of Credit No. 2234-7096, issued on behalf of Bremer Bank, N.A. by the Federal Home Loan Bank of Des Moines, was issued to the Library on August 10, 2021, for \$250,000.00. This update will also be presented as part of the GRRL financial designations in this month's Board items for consideration.

Brandi Canter
Lead Patron Services Supervisor

Fines Free Updates

I have been working with Jami Trenam and other LST members to develop recommended changes to the Patron Services policy to go fines free. I have also been working with members of the Leadership Support Team (LST) and our Patron Services Specialist, Beth Ringsmuth Stolpman, as we develop a proposal to bring before the Board in November to waive existing fines and lost processing fees as part of going fines free (see Jami's management report for more information).

This would also be a good time to reduce our billing threshold, currently at \$12.01, down from \$25.00 in 2012. Patrons who owe less than \$12.01 are not sent a bill. We would like to reduce this to \$10.00 or

less. However, reducing the billing threshold will create significant challenges for patrons and front-line staff if we cannot first waive old charges. There are 2,152 patrons (as of 09/07/2021) who owe between \$10 and \$12.01. Because we keep old debts on the books for seven years, these long-standing small balance accounts will receive bills if we drop the threshold. Many of these accounts are expired and addresses may not be correct, which would result in wasted postage and staff time spent managing returned mail. Even worse, when patrons receive these old bills, many will be understandably angry that so much time has elapsed between when the charges were accrued and when the bill was received. The costs are high for dropping the threshold without waiving old charges – in terms of billing costs, staff time, and public good will.

Once we are fines free, even a \$10 billing threshold may be too high. We will send bills for lost item costs only, and we would use the billing in part to ensure the return of our materials. Roughly, 20 percent of our collection of 800,000 items has a value under \$10. This means, if a patron failed to return one of these items, we might never send them a bill. A billing threshold of \$5 would cover over 95 percent of the collection, but might also result in the need for a higher budget line for Patron Contact Services. We seek to strike a balance between sending bills for the vast majority of lost materials, but not spending too much on staff time and third-party charges to bill for items of negligible value.

Our ideal plan would be to waive existing fines and lost processing fees at the end of 2021, then drop the billing threshold to \$10. We would evaluate the impact of these changes and increased overdue notifications in the first half of 2022 to determine the ‘sweet spot’ for our new billing threshold.

Summer Reading Program (SRP)

The 2021 Summer Reading Program, *Reading Colors Your World*, brightened our libraries from June 7 to August 7. Our participation for this year was more normal, with nearly 11,000 participants region-wide aged 0 to 17. The final participation numbers are included as a stand-alone report in this Board packet. Our numbers are still somewhat behind where we were in 2019; we suspect this is, at least in part, the result of ongoing concerns about COVID-19 risks for children.

We heard from a number of patrons and staff that they were excited to have kids back in the library in large numbers. Staff continued the popular take-and-make crafts and other take-home programs that were an innovation last year. However, with all libraries fully open we were also able to provide online and/or in-person programs in a number of locations as well.

This was our third summer using Beanstack, the online reader’s engagement and advisory platform. Just over 900 kids were registered for SRP using Beanstack. The online app made it easy for parents to track kids’ activities and reading – 17 percent of all registration and tracking for pre-readers (aged 0 to 3) was completed using Beanstack. With the program for 3 to 12 year-olds, the rate was 11 percent.

Breanne Johnson
Communications and Development Coordinator

Fundraising

Invites have been mailed to Friends of the Library (FOL) Presidents for this fall’s annual Friends Meet Friends event, happening on Wednesday, September 22nd at the Little Falls Carnegie Public Library.

The Donor Appreciation Luncheon invitations have been sent to GRRL’s major donors. The luncheon is scheduled for Friday, October 1st from 12:00 p.m. to 1:00 p.m. in the Mississippi Room at the St. Cloud

Public Library. Donors will receive lunch and hear library updates from Executive Director Karen Pundsack.

Preparation has begun for the 2021 Year-End Campaign fundraiser. Like past years, the fundraising campaign will include several appeals (direct mail) to the following groups: recent donors, lapsed donors, major donors, GRRL staff, Friends of the Library members, and GRRL Board of Trustees. The campaign will begin with the Friends and major donors in conjunction with their events. The campaign will go through January 31, 2022.

Communications

Legacy events happening this fall will be advertised in local newspapers.

Monthly e-newsletters continue to perform well. The August 2021 e-newsletter was sent via LibraryAware platform, which efficiently connects viewers to our catalog and events calendar. August's e-newsletter had 27.76% opens and 4,096 recipients.

We are promoting Library Card Sign-Up Month this September. We are promoting library card sign-up and renewal through billboards, posters, handouts, and social media. We are excited to promote library cards via billboards in the following locations:

1. MONTICELLO (I-94 2000' E/O HWY 25) - digital
2. LITTLE FALLS (HWY 10 S @ CR 35)
3. ST CLOUD (HWY 10 N 3400' S/O CR 55)
4. KIMBALL (HWY 55 E/O CR 44)
5. ST CLOUD (CR 75 W 1MI)
6. CLARISSA (HWY 71 @ JCT 11)
7. SAUK CENTRE (I-94 E/SAUK CTR 1800' W/CR 186)

Look for this billboard design starting September 6th, with Clarissa and Sauk Centre's billboards starting on September 13th. All billboards will be up for one month from the installation date. Big kudos to Bernadette, our fantastic Graphic Designer, for the design!



Cara Langston
Patron Services Supervisor

Personnel

Jen Shattuck, the Grey Eagle Library Services Coordinator (LSC), resigned her position in early September. Amanda Wehrspann, the Long Prairie LSC, accepted the Grey Eagle LSC position making Grey Eagle and Long Prairie the most recent combined branches.

John Hannon, Albany/Melrose LSC, is hiring an Aide for the Melrose branch. Amanda Wehrspann, the Grey Eagle/Long Prairie LSC is hiring an Assistant in Long Prairie. Jason Kirchoff, Cold Spring/Richmond LSC, hired and is training a new Assistant as well.

Programming

The Summer Reading Program has ended, and staff are looking toward planning for the fall and winter. With the changing landscape of the pandemic, branches continue offering a mix of in-person and virtual events. Book clubs are making their way back into the libraries, and Legacy events—like Paper Plains and the Mobile Sign Shop—have been a hit. In addition, the Pierz Library celebrated its 50th anniversary early in the month, and Grey Eagle will be celebrating its 31st anniversary with patrons later in the month.

Ryan McCormick Patron Services Supervisor

Personnel

Mariah Kutter has been hired as a Library Assistant in Buffalo, and Katie Zachman joins us as a Library Aide in Elk River. Welcome Mariah and Katie!

Think Tank

Group members have been busy updating and refreshing items in the professional collection, such as the story time kits. Outdated items are being removed, and kits with new themes are being created. “Step Out with STEM” materials have also been updated. This program is GRRL’s annual early-literacy outreach initiative that places an emphasis on working with Head Start or other preschool groups in our region. Given the uncertainty of this year’s school year, a hybrid version has been created that could be done in-person or online.

Jay Roos Associate Director – Information Technology

Security Enhancements

The quest for good security is an ongoing process. Recently, we undertook a number of security improvements. First, we have now encrypted Standard Interchange Protocol (SIP) traffic between GRRL servers and a number of our vendors. This protocol is used by third parties to authenticate and determine whether a borrower is allowed to use library services or not. Encryption prevents third parties from snooping on this traffic as it crosses the internet.

Next, we have an old, yet serviceable system for publicizing events and taking meeting room reservations. The vendor has not released an update in many years. While we wait for the Community Engagement Platform from SirsiDynix to be capable of meeting our needs, we identified a number of security issues with the old software. In order to mitigate those issues, we placed a Web Application Firewall (WAF) in between that system and the internet. The WAF intercepts all web requests and rejects any that match a number of rules that match malicious activity. Since implementation, the server has come up clean on our vulnerability scans, and over 600 malicious requests have been blocked in the past two weeks.

Finally, we recently mitigated a couple minor issues with our email server by updating the software and reconfiguring the settings to make it more secure. The web mail interface and mail server now sit

behind a proxy that provides encryption and performance improvements beyond what the core mail server application can provide.

Penetration Testing

In 2019, the Board approved a designation for network penetration testing. The testing was delayed during the pandemic period. However, the project is now back under way. In October, GRRL networks will be tested for vulnerabilities both from outside and inside our network. The results will, hopefully, confirm work we have done toward internet security up to this point as well as identify areas where we can improve. The testing vendor will provide a detailed list of activities to remediate any findings.

Patron Notice Adjustments

Since the Board approved removing fines revenue from GRRL's operating budget in July, we have been working on what steps will be necessary to implement an overdue-fines-free policy in our systems and procedures. One of those activities has been determining how a new policy will impact our current patron notice cycle. We have also been working with our vendors, SirsiDynix and Unique Management, to determine how we can improve patron notices under a new policy. It appears likely that we will be able to send patrons who choose email notifications multiple email reminders to return overdue materials before they age to a lost status. Hopefully, this will result in more returned and fewer lost items.

Julie Schmitz

Associate Director – Human Resources

Shared Branch

Upon retirement of the Grey Eagle Library Services Coordinator, we combined the Grey Eagle and Long Prairie Libraries into a shared branch arrangement. One Library Services Coordinator will oversee both libraries in a part-time, benefit eligible position.

Recruitment

Recruitment continues to be a strong focus. With a large number of substitute staff leaving during COVID, we are beginning to hire new substitute staff in the areas of highest need. With increased difficulty filling and retaining Library Aides, we are using Library Aide hours to increase Library Assistant hours in certain locations. The total staffing hours are reduced slightly due to the pay differential when converting from Library Aide to Library Assistant. We will evaluate how this affects workload in the locations where we are piloting this.

Library Services & Technology Act (LSTA) Grant

We are working to provide staff training opportunities related to the LSTA grant, "Advancing Equity and Inclusion in Central Minnesota Libraries." We enrolled all Patron Services staff in the Ryan Dowd Homeless Library Academy where they are assigned a course to take each month. Some topics include serving patrons that are homeless, patrons with disabilities, mental illness, traumatic brain injuries, etc.

Benefits

We will receive our 2022 benefits renewal information during the week of September 20. We plan to use the Ease platform for open enrollment again this year.

Jami Trenam
Associate Director – Collection Development

Fine Free Policy Recommendation

This summer, I worked closely Lead Patron Services Supervisor Brandi Canter, other LST members, and Patron Services Specialist Beth Ringsmuth Stolpman on policy change recommendations to align with the library's strategic goal of eliminating late fees on all library materials. The intent of eliminating fines is to improve patron access and decrease staff time spent on collecting fines over the desk without negatively affecting the library's collection of materials. The purpose of the library's collection is to be used by the public, and timely return of materials allows materials to be shared and enjoyed by as many people as possible.

To anticipate possible impacts to the collection, staff and I researched experiences of other fine-free libraries. A 2020 study on overdue fines by Sabrina Unrein, a researcher from Syracuse University School of Information Studies, found fine free libraries do not report seeing increases in late returns; rather, many libraries see increased returns of previously long-overdue materials. Some libraries experience a slight increase in the wait times for popular materials; however, at Great River, staff regularly monitor the collection for hold ratios (proportion of copies to the number of people waiting) and can respond quickly to any increased need. We will block additional checkout of material when patrons have items 10 days late to encourage people to return materials promptly. Last, if a patron pays for a lost item, the payment is not refundable if the item is later returned. The existing refund process is cumbersome and negatively affects the replacement decision process.

Even when items have no late fees, patrons still need to renew or return their materials by the due date. Currently, patrons receive one email reminder three days before the item's due date and one paper overdue notice when the item is 10 days late. At 45 days late, the patron account is charged for the price of the item, and a bill is mailed if the balance is greater than \$12. To enhance communication, we intend to increase the number of overdue notices before the patron account is charged. We would also like to lower the billing threshold amount so patrons with lost items receive speedy notification of their account standing. However, we have thousands of accounts with long-outstanding small balances, which prevents us from effectively dropping the billing threshold (see Brandi's management report for detail). As a result, we plan to bring the Board a proposal to waive existing fines and lost processing fees in November that would allow a new approach to billing.

Collection Updates

In late August, the WiFi2Go program expanded to include Becker, Big Lake, Cokato, and Elk River. Mobile hotspots are now available in 23 libraries; the remaining nine libraries will have devices by the end of the year.

The staff Diversity, Equity & Inclusion (DEI) work group identified problematic language in catalog subject headings as an action item. In late July, the Collection Development Librarians and I met with Chris Getz, our Technical Services Coordinator, and his Technical Services staff who catalog materials to kickoff these efforts. We discussed how we might use Subject Headings to evaluate the diversity of the collection and help patrons discover these titles. We will meet at least quarterly to continue this work.

Building Reports September 2021

**Brandi Canter
Lead Patron Services Supervisor**

Belgrade

Recent heavy rains showed that the city's work to stop water intrusion at the back of the library has been successful. However, there continue to be leaks on the front window. Public works has investigated the problem and will be taking a plan for improvements to the city council.

Clearwater

City Administrator Annita Smythe has asked that we provide information on library needs. The city is investigating options for a new city center that might include a library facility. I am currently gathering information to develop a space needs analysis for the Clearwater Library.

St. Cloud

We are down one of two chillers that help keep the building comfortable for patrons and staff, and prevent the server room from overheating and damaging equipment. The two pumps that keep the chillers running are also showing significant signs of wear. Neil Vig, Patron Services Coordinator, worked with St. Cloud Public Works to get a quote for the replacements. Great River staff met with St. Cloud Public Works and Apex Innovative Solutions on Tuesday, September 7, to discuss options. We hope to have another meeting in approximately two weeks to review a plan by Apex on their recommendations to move forward with replacing the chiller and at least one of the pumps.

In addition, a lighting panel has stopped working, leaving us without a number of lights near the circulation desk, garage, staff work area, and first-floor staff restrooms. The part needed to repair the panel has been discontinued, so St. Cloud Public Works is looking for an alternative fix. In the meantime, the city has provided temporary lighting for the public areas, and staff are adapting their work routines.

**Cara Langston
Patron Services Supervisor**

Little Falls

The city has moved unused furniture to new locations outside the library. This freed up space and makes library spaces more usable and enjoyable. In addition, the city installed a bat door that will humanely discourage bats from entering the library.

**Ryan McCormick
Patron Services Supervisor**

Big Lake

An air intake conduit has been problematic over the past few weeks. It filled with water, causing the ceiling to leak, and then pulled in smoke from outside, causing the building's fire alarm to go off. Fortunately, the issue seems to be resolved.

Buffalo

The humidifier, two furnaces, and the air conditioner were replaced at the library this summer.

Delano

Work continues on the Wright County Master Gardeners' garden on the property's north side. The soil has been reconditioned by the city, and planting will take place this fall.

Howard Lake

The City of Howard Lake continues moving forward on the new library project. The city council has chosen a construction project management company, and work began earlier this month. Floor plans, exterior views, budgets, and timelines continue to be adjusted and adapted. Fundraising planning has begun as well.

Monticello

The city has budgeted for a new roof in 2022. A roof audit is planned for the near future.

2021 Summer Reading Program Statistics

	Baby Toddler Program			Children's Program			Teen Participants			Total for Branch
	Paper	Beanstack	Total	Paper	Beanstack	Total	Paper	Beanstack	Total	
Albany	37	10	47	241	33	274	80	6	86	407
Annandale	20	5	25	113	16	129	35	1	36	190
Becker	19	6	25	153	39	192	51	1	52	269
Belgrade	5	3	8	41	5	46	5	0	5	59
Big Lake	59	4	63	171	31	202	45	3	48	313
Buffalo	77	15	92	353	31	384	56	10	66	542
Clearwater	14	2	16	50	13	63	23	3	26	105
Cokato	16	5	21	164	13	177	38	1	39	237
Cold Spring	16	7	23	165	20	185	59	1	60	268
Delano	72	3	75	875	27	902	69	5	74	1,051
Eagle Bend	2	1	3	73	8	81	12	1	13	97
Elk River	99	13	112	609	55	664	87	5	92	868
Foley	26	5	31	216	28	244	48	5	53	328
Grey Eagle	3	0	3	20	5	25	2	0	2	30
Howard Lake	15	5	20	107	13	120	29	4	33	173
Kimball	19	4	23	69	4	73	21	0	21	117
Little Falls	42	17	59	179	37	216	62	9	71	346
Long Prairie	21	1	22	115	6	121	44	0	44	187
Melrose	36	5	41	189	8	197	42	4	46	284
Monticello	58	9	67	192	51	243	59	8	67	377
Paynesville	33	3	36	112	12	124	30	0	30	190
Pierz	18	0	18	110	4	114	30	1	31	163
Richmond	10	2	12	68	9	77	18	1	19	108
Rockford	21	2	23	294	12	306	27	5	32	361
Royalton	20	3	23	58	3	61	30	1	31	115
Sauk Centre	40	3	43	177	4	181	57	3	60	284
St. Cloud	98	58	156	599	238	837	102	26	128	1,121
St. Michael	156	19	175	1,114	90	1204	207	13	220	1,599
Staples	4	8	12	89	27	116	14	10	24	152
Swanville	3	1	4	31	1	32	1	0	1	37
Upsala	16	5	21	50	7	57	23	2	25	103
Waite Park	32	8	40	179	56	235	63	4	67	342
Totals	1,107	232	1,339	6,976	906	7,882	1,469	133	1,602	10,823



Financial Policy Revisions

Submitted by Amy Anderson, Accounting Coordinator

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Approve Financial Policy Chapter 5. Deposit and Investment revisions to best reflect changes, additions, and clarifications to current GRRL deposit and investment practices.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Financial Policy Chapter 5. Deposit and Investment
- Revisions include:
 - Clarification to timing of financial designation action
 - Inclusion of National Credit Union Administration (NCUA) as an approved government insurer of credit unions
 - Inclusion of Minnesota Statute reference for approved public funds investments
 - Clarification of policy language

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: ☐ Yes ☐ No ☒ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled

300 Financial Chapter 5. Deposit and Investment

The GRRL Board of Trustees ~~at each January meeting~~ will designate the financial institutions approved as depositories for the library at its annual meeting in January and when organizational change necessitate additional designations. Designated account and check signers are approved at the annual meeting in January and when personnel changes necessitate updates. The Board President, Library Executive Director, Accounting Coordinator, and Accounting Specialist may make deposits and authorize investments on behalf of the library.

The Great River Regional Library may invest in certificates of deposit, money market accounts, savings and interest-bearing checking accounts. All investments must be insured by the FDIC or NCUA, or be collateralized at 110% of the face value of the investment. Investments will have a maturity date no greater than two years.

Investments shall be diversified by limiting investments to avoid over concentration in securities from a specific issuer or business sector, excluding U.S. Treasury securities. In addition, at the time of investment, NCUA or FDIC insurance limits or collateral will be reviewed for adequate coverage, and maturity dates will be set to meet future financial obligations. Investment maturities shall ~~be scheduled to~~ coincide with projected cash flow needs. ~~taking into account scheduled expenditures as well as anticipated revenue~~. Investment maturity dates will be staggered to avoid undue concentration of assets.

The primary objectives, in priority order of investment activities shall be safety, liquidity, and yield.

SAFETY

a) Investments shall ~~be undertaken in a manner that seeks to~~ ensure the preservation of capital in the overall portfolio. The objective will be to mitigate ~~credit risk and interest rate~~ risk.

~~b) Credit risk relates to deposits that are not covered by FDIC or NCUA depository insurance, and the deposits are: 1) uncollateralized 2) collateralized with securities held by the pledging institution or 3) collateralized with securities held by the pledging financial institution's trust department or agent, (not in the library's name). Credit risk will be limited to the top two ratings in compliance with MN Statute 118A.04. Credit risk ratings will be disclosed on the monthly financial reports.~~

b) Investment instruments and designated institutions will be limited to those defined in Minnesota Statute 118A as it pertains to the investment of public funds. Investments will further adhere to the Board approved investment instruments set forth in this GRRL policy.

c) Interest rate risk is the ~~risk that changes~~ potential for investment losses resulting from a change in the interest rate that ~~will~~ can adversely affect the fair value of an investment. This will be limited by structuring the investment portfolio so ~~that~~ securities mature to meet cash requirements for ongoing operations. ~~thereby avoiding~~ This will avoid the need to sell securities on the open market prior to maturity. ~~and~~ Investing operating or committed funds in ~~primarily in shorter-term securities~~, money market mutual funds or similar pools, and fixed-rate instruments with maturities of two (2) years or less ~~and limiting the average maturity of the portfolio in accordance with this policy~~ will also mitigate interest rate risk.

d) Concentration of Credit Risk is the risk of loss attributed to ~~the magnitude of a government's large numbers of~~ investments with a single user. ~~The library will provide information about the concentration of credit risk associated with its investments by disclosing on the financial reports. the number of financial institutions associated with the investment amounts.~~ GRRL investments will be held at separate financial institutions with NCUA or FDIC insurance, and accounts will adhere to insurance limits unless there is additional approved collateral designated for library investments. All investments will be disclosed on the financial reports. ~~beyond the FDIC insured amount.~~

LIQUIDITY

The investment portfolio shall remain sufficiently liquid to meet all ~~reasonably-anticipated~~ operating requirements. ~~that may be reasonably anticipated.~~ This is accomplished by structuring the portfolio so securities mature concurrent with ~~anticipated~~ cash needs. ~~to meet anticipated demands. Furthermore, since all possible cash demands cannot be anticipated,~~ The portfolio should consist largely of securities with active secondary or resale markets. Alternatively, a portion of the portfolio may be placed in money market mutual funds or local government investment pools which offer same-day liquidity for short-term funds.

YIELD

The investment portfolio shall be designed with the objective of attaining a market rate of return ~~that avoids investment risk and provides sufficient liquidity. throughout budgetary and economic cycles, taking into account that the investment risk constraints and liquidity needs.~~ Return on investment is secondary ~~to the importance of~~ compared to the safety and liquidity objectives. The core of investments are limited to ~~relatively~~ low risk securities. ~~in anticipation of earning a fair return relative to the risk being assumed.~~ Securities shall generally be held until maturity with the following exceptions:

1. A security with declining credit may be sold early to minimize loss of principal,
2. A security swap would improve the quality, yield, or target during in the portfolio, or
3. The liquidity needs of the portfolio require that the security be sold.

Approved Date: 11/21/06

Effective Date:

Revised Date: 06/09/09, 01/18/11, 03/16/21, 09/21/21

300 Financial Chapter 5. Deposit and Investment

The GRRL Board of Trustees will designate the financial institutions approved as depositories for the library at its annual meeting in January and when organizational change necessitate additional designations. Designated account and check signers are approved at the annual meeting in January and when personnel changes necessitate updates. The Board President, Library Executive Director, Accounting Coordinator, and Accounting Specialist may make deposits and authorize investments on behalf of the library.

The Great River Regional Library may invest in certificates of deposit, money market accounts, savings and interest-bearing checking accounts. All investments must be insured by the FDIC or NCUA, or be collateralized at 110% of the face value of the investment. Investments will have a maturity date no greater than two years.

Investments shall be diversified by limiting investments to avoid over concentration in securities from a specific issuer or business sector, excluding U.S. Treasury securities. In addition, at the time of investment, NCUA or FDIC insurance limits or collateral will be reviewed for adequate coverage, and maturity dates will be set to meet future financial obligations. Investment maturities shall coincide with projected cash flow needs. Investment maturity dates will be staggered to avoid undue concentration of assets.

The primary objectives, in priority order of investment activities shall be safety, liquidity, and yield.

SAFETY

- a. Investments shall ensure the preservation of capital in the overall portfolio. The objective will be to mitigate risk.
- b. Investment instruments and designated institutions will be limited to those defined in Minnesota Statute 118A as it pertains to the investment of public funds. Investments will further adhere to the Board approved investment instruments set forth in this GRRL policy.
- c. Interest rate risk is the potential for investment losses resulting from a change in the interest rate that can adversely affect the fair value of an investment. This will be limited by structuring the investment portfolio so securities mature to meet cash requirements for ongoing operations. This will avoid the need to sell securities on the open market prior to maturity. Investing operating or committed funds in money market mutual funds or similar pools, and fixed-rate instruments with maturities of two (2) years or less will also mitigate interest rate risk.
- d. Concentration of Credit Risk is the risk of loss attributed to large numbers of investments with a single user. GRRL investments will be held at separate financial institutions with NCUA or FDIC insurance, and accounts will adhere to insurance limits unless there is additional approved collateral designated for library investments. All investments will be disclosed on the financial reports.

LIQUIDITY

The investment portfolio shall remain sufficiently liquid to meet all reasonably anticipated operating requirements. This is accomplished by structuring the portfolio so securities mature concurrent with anticipated cash needs. The portfolio should consist largely of securities with active secondary or resale

markets. Alternatively, a portion of the portfolio may be placed in money market mutual funds or local government investment pools which offer same-day liquidity for short-term funds.

YIELD

The investment portfolio shall be designed with the objective of attaining a market rate of return that avoids investment risk and provides sufficient liquidity. Return on investment is secondary to the importance of safety and liquidity objectives. The core of investments are limited to low risk securities. Securities shall generally be held until maturity with the following exceptions:

1. A security with declining credit may be sold early to minimize loss of principal,
2. A security swap would improve the quality, yield, or target during in the portfolio, or
3. The liquidity needs of the portfolio require that the security be sold.

Approved Date: 11/21/06

Effective Date:

Revised Date: 06/09/09, 01/18/11, 03/16/21, 09/21/21



Patron Services Policy Updates

Submitted by Brandi Canter, Lead Patron Services Supervisor,
and Jami Trenam, Associate Director – Collection Development

BOARD ACTION REQUESTED

☐ Information ☐ Discussion ☒ Action Requested

RECOMMENDATION

Approve changes to Patron Services Chapter 1. Circulation Services policy to no longer charge overdue fines or lost processing fees.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Current Circulation Services policy with recommended changes, and clean copy of updated policy.

Proposed changes:

- All references to late fees, fines, or processing fees are deleted.
- Added language to discontinue refunds.
- Added language to state that patron-purchased replacement copies are not accepted in lieu of payment.
- Removed redundant language (e.g. time period for items aging to lost was mentioned twice in first part of 1.C.1 Loan Periods and Associated Fines).
- Simplified loan period table, and added Try It Yourself Kits with equipment line.
- Clarified language about notifications (e.g. GRRL will attempt to notify patrons when library materials are due, and GRRL will attempt to obtain books through interlibrary loan).
- Some grammatical edits, formatting changes, and simplified wording without change of intention or meaning.

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed ☐ Failed ☐ Tabled

400 Patron Services Chapter 1. Circulation Services

1C. Lending

Patrons must have a valid library account to borrow materials.

R-rated videos and DVDs are available for check out only to individuals 17 or older. ~~Items not on hold for other patrons may be renewed twice. Items on hold may not be renewed. Items may be renewed if patrons have unpaid charges.~~

GRRL staff will attempt to notify patrons when their requested items are available. Items are held for a pre-set period of time depending on the item type.

Patrons are responsible for materials checked out on their account and will be charged for damaged or lost items based on the indicated price of the item.

1C.1 Loan Periods and ~~Associated Fines~~Charges for Unreturned Items

~~There are no grace~~ Items are ~~checked out for pre-set time periods, depending on any GRRL materials, the type of material (see chart below).~~ Patrons may ~~not borrow materials if they owe the~~ renew their items up to two times so long as the items are not on hold for another patron.

GRRL does not charge overdue fines. All checked out items still have a due date and must be returned once the checkout period has ended.

Borrowing privileges will be temporarily blocked if a patron has library charges over \$1 or ~~have~~has materials 10ten or more days overdue.

~~GRRL-owned juvenile and young adult materials do not accrue fines when overdue. However, these items are still subject to charges if lost or damaged. For all other materials, including juvenile interlibrary loan materials, a limited fine will be charged if overdue as outlined in the table below. In addition,~~

- GRRL will ~~send notification~~attempt to notify patrons when library materials are overdue.
- ~~There is a maximum \$6 fine per item per loan period.~~
- Items overdue for 45 days or more will be ~~set to Lost~~considered lost, and ~~item~~patrons will be charged for the cost of the item.
 - Item costs ~~assessed~~will be removed if the item is returned in good condition within one year.
- ~~Damaged and Lost items will also be assessed a processing fee.~~
 - Significant fines/feesIf a patron pays for a lost item, the payment is not refundable if the item is later found and returned.

- [The library does not accept patron-purchased replacement copies.](#)
- [Charges may result if items are returned damaged or missing parts.](#)
- [Unpaid charges](#) may result in the patron's account being sent to collections and may be subject to Revenue Recapture.

~~Loan periods and daily fines are described below.~~

Material Type	Loan period	Daily fine rate per item
DVDs, Lucky Day Items	7 days for most DVDs. A limited collection has a 21-day checkout. 7 days (1 week)	\$1
VHS video	21 days	25¢
Books, audiobooks, CDs, magazines, VHS video	21 days (3 weeks)	25¢
Interlibrary loan	Varies	25¢ This applies to adult and juvenile materials.
Children's DVD Book Club kits	7 days for most DVDs. A limited collection has a 21-day checkout. 42 days (6 weeks)	No overdue fines.
Children's and young adult books, audiobooks, CDs, magazines, and VHS video	21 days	No overdue fines.
Equipment and Try It Yourself Kits Note: Failure to return equipment in high demand, such as hotspots, may result in temporary loss of privilege for future checkouts.	Varies by type	Varies by type

Approved Date: 11/20/12

Revision Effective Date: 03/17/15, 06/01/19, [01/01/22](#)

Revised Date: 03/17/15, 03/19/19, [09/21/21](#)

1D. Interlibrary Loan

Great River Regional Library will ~~make every effort possible~~[attempt](#) to obtain needed books and other library materials for its patrons. Interlibrary loan (ILL) is one mechanism to ensure that library patrons have access to library materials available in other Minnesota libraries as well as other libraries throughout the United States. GRRL will also make its library materials available to non-GRRL patrons in the spirit of cooperation and effective resource sharing.

GRRL subscribes to the ~~Interlibrary Loan Code~~ of the United States. GRRL also is a participant in both MINITEX and MNLINK (Minnesota Library Information Network), which exist, in part, to provide a statewide resource sharing mechanism.

1D.1 Interlibrary Loan Borrowing

GRRL patrons may request materials from other libraries through ILL if an item is not locally available. Some libraries have lending restrictions that may prevent requests from being filled. Not all libraries offer free lending; GRRL will notify patrons if free lending is not available.

- The loan period for materials borrowed from other libraries is set by the Lender. ILL items generally may not be renewed. Some materials may only be available for use inside the library per the lending institution.
- GRRL will quickly respond to recall notices from lending libraries.
- Requests for articles that arrive in printed form will require the patron to sign a copyright agreement.
- The library passes all costs charged by the lending library to the GRRL borrower.
 - GRRL will pay the lending library all charges associated with the loss of an ILL item. The borrower is then billed for those charges. Collection agency fees may also be assessed.
 - If a patron claims to have returned an item, charges will still be assessed as GRRL is required to pay the lending library.

~~GRRL will charge patrons overdue fines for ILL materials as outlined above. There are no grace periods on ILL materials.~~

- GRRL patrons may have up to 25 active ILL requests, including titles being ordered, checked out, or returned.

1D.2 Interlibrary Loan Lending

Non-GRRL patrons may request physical materials through ILL.

- The loan period for most GRRL material is three weeks. However, GRRL items may be unavailable for up to six weeks to allow time for transportation to and from the borrowing library.
- Loan periods and other conditions of loan will be stated clearly.
- GRRL will consider granting requests for renewing loaned ILL materials if local demand allows.
- GRRL will notify the borrowing library when unable to fill requests.
- All material on loan may be subject to immediate recall.

Under the terms of this policy, the library may choose not to loan the following materials:

1. Reference,
2. Non-circulating, or
3. Those in high local demand.

Approved Date: 05/11/10

Effective Date: 05/12/10, 01/01/22

Revised Date: 03/16/10, 03/19/19, 09/21/21

400 Patron Services Chapter 1. Circulation Services

1C. Lending

Patrons must have a valid library account to borrow materials.

R-rated videos and DVDs are available for check out only to individuals 17 or older.

GRRRL staff will attempt to notify patrons when their requested items are available. Items are held for a pre-set period of time depending on the item type.

Patrons are responsible for materials checked out on their account and will be charged for damaged or lost items based on the indicated price of the item.

1C.1 Loan Periods and Charges for Unreturned Items

Items are checked out for pre-set time periods, depending on the type of material (see chart below). Patrons may renew their items up to two times so long as the items are not on hold for another patron.

GRRRL does not charge overdue fines. All checked out items still have a due date and must be returned once the checkout period has ended.

Borrowing privileges will be temporarily blocked if a patron has library charges over \$1 or has materials ten or more days overdue.

- GRRRL will attempt to notify patrons when library materials are overdue.
- Items overdue for 45 days or more will be considered lost, and patrons will be charged for the cost of the item.
 - Item costs will be removed if the item is returned in good condition within one year.
 - If a patron pays for a lost item, the payment is not refundable if the item is later found and returned.
- The library does not accept patron-purchased replacement copies.
- Charges may result if items are returned damaged or missing parts.
- Unpaid charges may result in the patron's account being sent to collections and may be subject to Revenue Recapture.

Material Type	Loan period
DVDs, Lucky Day Items	7 days (1 week)
Books, audiobooks, CDs, magazines, VHS video	21 days (3 weeks)
Interlibrary loan	Varies
Book Club kits	42 days (6 weeks)

Equipment and Try It Yourself Kits	
Note: Failure to return equipment in high demand, such as hotspots, may result in temporary loss of privilege for future checkouts.	Varies by type

Approved Date: 11/20/12

Effective Date: 03/17/15, 06/01/19, 01/01/22

Revised Date: 03/17/15, 03/19/19, 09/21/21

1D. Interlibrary Loan

Great River Regional Library will attempt to obtain needed books and other library materials for its patrons. Interlibrary loan (ILL) is one mechanism to ensure that library patrons have access to library materials available in other Minnesota libraries as well as other libraries throughout the United States. GRRL will also make its library materials available to non-GRRL patrons in the spirit of cooperation and effective resource sharing.

GRRL subscribes to the Interlibrary Loan Code of the United States. GRRL also is a participant in both MINITEX and MNLINK (Minnesota Library Information Network), which exist, in part, to provide a statewide resource sharing mechanism.

1D.1 Interlibrary Loan Borrowing

GRRL patrons may request materials from other libraries through ILL if an item is not locally available. Some libraries have lending restrictions that may prevent requests from being filled. Not all libraries offer free lending; GRRL will notify patrons if free lending is not available.

- The loan period for materials borrowed from other libraries is set by the Lender. ILL items generally may not be renewed. Some materials may only be available for use inside the library per the lending institution.
- GRRL will quickly respond to recall notices from lending libraries.
- Requests for articles that arrive in printed form will require the patron to sign a copyright agreement.
- The library passes all costs charged by the lending library to the GRRL borrower.
 - GRRL will pay the lending library all charges associated with the loss of an ILL item. The borrower is then billed for those charges. Collection agency fees may also be assessed.
 - If a patron claims to have returned an item, charges will still be assessed as GRRL is required to pay the lending library.
- GRRL patrons may have up to 25 active ILL requests, including titles being ordered, checked out, or returned.

1D.2 Interlibrary Loan Lending

Non-GRRL patrons may request physical materials through ILL.

- The loan period for most GRRL material is three weeks. However, GRRL items may be unavailable for up to six weeks to allow time for transportation to and from the borrowing library.
- Loan periods and other conditions of loan will be stated clearly.
- GRRL will consider granting requests for renewing loaned ILL materials if local demand allows.
- GRRL will notify the borrowing library when unable to fill requests.
- All material on loan may be subject to immediate recall.

Under the terms of this policy, the library may choose not to loan the following materials:

1. Reference,
2. Non-circulating, or
3. Those in high local demand.

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