



1300 St. Germain Street West
St. Cloud, MN 56301
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Board of Trustees Finance Committee Meeting
Tuesday, September 21, 2021, 5:30 p.m.
St. Cloud Public Library Mississippi Room
Agenda

- | | |
|---|------|
| 1. Call to Order | 5:30 |
| 2. Adoption/Amendment of Agenda | 5:31 |
| 3. Approval of Minutes – July 20, 2021, Meeting (Requested Action – Approve) pg 3 | 5:32 |
| 4. 2021 Budget Projections pg 5 | 5:33 |
| 5. Certificate of Deposit Investment Plan (Requested Action – Approve) pg 11 | 5:38 |
| 6. Regionwide Telephone System Request (Requested Action – Approve) pg 13 | 5:46 |
| 7. Next Meeting – November 16, 2021 | 5:54 |
| 8. Adjournment | 5:55 |

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

A meeting of the Great River Regional Library (GRRL) Finance Committee was called to order by Chairperson Ed Popp on Tuesday, July 20, 2021, at 5:02 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present:

Wayne Bauernschmitt
Lisa Fobbe
Mike Kaczmarek
Leigh Lenzmeier
Ed Popp
Randy Winscher

Members Excused:

Dave Kircher

GRRL Staff Present:

Amy Anderson
Karen Pundsack
Jay Roos
Julie Schmitz
Patricia Waletzko

ADOPTION/AMENDMENT OF AGENDA

Lisa Fobbe made a motion to adopt the July 20, 2021, agenda as presented. Seconded by Mike Kaczmarek, the motion carried unanimously.

APPROVAL OF MINUTES

Leigh Lenzmeier made a motion to approve the May 18, 2021, minutes as presented. Seconded by Randy Winscher, the motion carried unanimously.

SECOND QUARTER FINANCIAL REPORT

Accounting Coordinator Amy Anderson commented that revenues reflect receipt of all third quarter signatory payments, Minnesota Association of Governments Investing for Counties (MAGIC) fund interest rates remain low, and year-to-date expenses are at 44% of the annual budget.

CERTIFICATE OF DEPOSIT INVESTMENT PLAN DISCUSSION

GRRL would like the option to purchase certificates of deposit (CD) from institutions within the six-county region. After inquiring about interest rates, Accounting Coordinator Amy Anderson found local rates are slightly higher than those MAGIC offers. The Finance Committee discussed suggestions and preferences for investment. There was support for expanding ties with local communities and building GRRL's investment level to where there are more CDs than liquid funds.

Management will prepare a plan for CD investments including possible partner banks for Committee review in September.

GRRL 2022 BUDGET PROPOSAL

The proposed GRRL 2022 Budget contained the same information as was reviewed at meetings in March and May. As in prior years, the Regional Library Basic System Support (RLBSS) dollar amount is unknown until September.

Executive Director Karen Pundsack informed the Committee that Stearns and Wright Counties are becoming closer in signatory share amounts. In the future, when Wright surpasses Stearns with a larger share, the number of GRRL Board seats for each county will shift.

Following discussion, Lisa Fobbe made a motion to approve the GRRL 2022 Budget as presented. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

2022 UNASSIGNED FUND BALANCE SPENDING & RECOVERY PLAN

The Unassigned Fund Balance spend-down plan and dollar amounts were explained by Executive Director Karen Pundsack. It is a five-year plan using the existing reserves total from GRRL's May audit report. Approval would be a one-year commitment for 2022, as the plan may need adjusting each year.

After brief discussion, Leigh Lenzmeier made a motion to approve the Spending and Recovery Plan as presented. Seconded by Randy Winscher, the motion carried unanimously.

NEXT MEETING

The next Great River Regional Library Finance Committee meeting will be Tuesday, September 21, 2021.

ADJOURNMENT

Ed Popp adjourned the meeting at 5:31 p.m.

Edward Popp, Chair



2021 Budget Projections

Submitted by Amy Anderson, Accounting Coordinator

BOARD ACTION REQUESTED

☐ Information

☒ Discussion

☐ Action Requested

RECOMMENDATION

Review GRRL 2021 Budget progress and projections.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

The 2021 budget projections indicate an anticipated surplus of \$243,776.44 at year end.

- Operating revenues are projected to have a \$99,517.65 deficit, (-1.04%).
- Operating expenses are anticipated to be underspent by \$343,294.09, (3.60%) once employee HRA contributions are allocated to the custodial fund at year end.

Contributing factors for this year's surplus are:

- Staff turnover and vacancies
- Holdover COVID-19 effects, such as:
 - Virtual staff training
 - Postponement of the annual in-house staff training day
 - Reduced patron contact services, including hold and overdue notices
 - Reduced programming, in-person meetings, travel, and deliveries

FINANCIAL IMPLICATIONS

Estimated Cost: See Above

Funding Source: 2021 Budget

Budgeted: ☒ Yes ☐ No ☐ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled

**Great River Regional Library
2021 Year-End Budget Projections**

Revenue Source	Act Code	Budget	YTD Amount	YTD Balance	September - December	Projected YTD Revenue	Projected YE Balance	% YTD Budget	Notes and Comments
BENTON COUNTY		\$ 524,738.00	393,553.50	(131,184.50)	131,184.50	524,738.00	-	100.00%	
MORRISON COUNTY		496,290.00	372,217.50	(124,072.50)	124,072.50	496,290.00	-	100.00%	
SHERBURNE COUNTY		1,342,114.00	1,006,585.50	(335,528.50)	335,528.50	1,342,114.00	-	100.00%	
STEARNS COUNTY		2,269,717.00	1,702,287.75	(567,429.25)	567,429.25	2,269,717.00	-	100.00%	
TODD COUNTY		326,428.00	244,821.00	(81,607.00)	81,607.00	326,428.00	-	100.00%	
WRIGHT COUNTY		2,116,514.00	1,587,385.50	(529,128.50)	529,128.50	2,116,514.00	-	100.00%	
UNASSIGNED FUNDS (CASH RESERVES)		350,000.00	350,000.00	-	-	350,000.00	-	100.00%	
FINES AND MISC.		280,000.00	142,278.57	(137,721.43)	71,533.28	213,811.85	(66,188.15)	76.36%	Juvenile late fees eliminated in 2019, continued COVID-19 related effects
INTEREST		92,500.00	37,535.02	(54,964.98)	3,685.61	41,220.63	(51,279.37)	44.56%	Low interest rate market
CITY OF ELK RIVER		10,200.00	10,600.00	400.00	-	10,600.00	400.00	103.92%	
CITY OF SARTELL		10,500.00	19,352.16	8,852.16	-	19,352.16	8,852.16	184.31%	Billing adjusted to reflect actual personnel costs
MNLINK		9,000.00	-	(9,000.00)	9,000.00	9,000.00	-	100.00%	
STATE - RLBSS		1,587,600.00	1,604,284.03	16,684.03	-	1,604,284.03	16,684.03	101.05%	Includes state allocation adjustment
INTERLIBRARY LOAN DELIVERY		6,200.00	6,200.00	-	-	6,200.00	-		
MINITEX LAST MILE GRANT		7,000.00	-	(7,000.00)	7,000.00	7,000.00	-		
REIMBURSEMENTS-CITY/ST CLOUD		103,000.00	94,911.68	(8,088.32)	-	94,911.68	(8,088.32)	92.15%	
REVENUE FUND-MCIT & MISC		-	102.00	102.00	-	102.00	102.00	100.00%	Worker's Comp Audit
OPERATING BUDGET		\$ 9,531,801.00	\$ 7,572,114.21	\$ (1,959,686.79)	\$ 1,860,169.14	\$ 9,432,283.35	\$ (99,517.65)	98.96%	

Expense Type	Act Code	Budget	Actual Expended as of 8-31-21	YTD Balance	September - December	Projected YTD Expenses	Projected YE Balance	% YTD Budget	Explanation
SALARIES	10-00-4100-110	676,100.00	422,630.11	253,469.89	223,745.35	646,375.46	29,724.54	95.60%	Resignations in 2020 and Retirement in 2021
SALARIES	10-20-4100-110	3,700,150.00	1,672,090.81	2,028,059.19	1,777,500.00	3,449,590.81	250,559.19	93.23%	Resignations, unfilled positions and reduced programming due to COVID
SALARIES	10-30-4100-110	91,200.00	41,044.29	50,155.71	26,100.00	67,144.29	24,055.71	73.62%	Reduced custodial hours due to LOA
SALARIES-RLBSS	10-20-4100-111	1,587,600.00	1,604,284.04	(16,684.04)	-	1,604,284.04	(16,684.04)	101.05%	Includes state allocation adjustment
		\$ 6,055,050.00	\$ 3,740,049.25	\$ 2,315,000.75	\$ 2,027,345.35	\$ 5,767,394.60	\$ 287,655.40	95.25%	
EE BENEFITS	10-00-4100-140	111,700.00	77,725.38	33,974.62	23,200.00	100,925.38	10,774.62	90.35%	Reflects movement of HRA Contributions to Custodial Fund
EE BENEFITS	10-20-4100-140	497,600.00	353,039.80	144,560.20	27,500.00	380,539.80	117,060.20	76.48%	Reflects movement of HRA Contributions to Custodial Fund
EE BENEFITS	10-30-4100-140	21,200.00	18,985.06	2,214.94	10,000.00	28,985.06	(7,785.06)	136.72%	
		\$ 630,500.00	\$ 449,750.24	\$ 180,749.76	\$ 60,700.00	\$ 510,450.24	\$ 120,049.76	80.96%	
BENEFIT ADMINISTRATION	10-00-4100-145	4,500.00	5,691.94	(1,191.94)	3,000.00	8,691.94	(4,191.94)	193.15%	New vendor costs
WORKERS COMPENSATION	10-30-4100-160	16,000.00	17,987.00	(1,987.00)	-	17,987.00	(1,987.00)	112.42%	Insurance premium more than budgeted amount
RETIREMENT	10-00-4100-170	102,400.00	60,602.19	41,797.81	41,600.00	102,202.19	197.81	99.81%	PTO Payout
RETIREMENT	10-20-4100-170	764,050.00	481,628.21	282,421.79	255,000.00	736,628.21	27,421.79	96.41%	Resignations, reduced programming due to COVID
RETIREMENT	10-30-4100-170	13,800.00	6,038.04	7,761.96	3,200.00	9,238.04	4,561.96	66.94%	Reduced custodial hours
		\$ 880,250.00	\$ 548,268.44	\$ 331,981.56	\$ 299,800.00	\$ 848,068.44	\$ 32,181.56	96.34%	
PAID TIME OFF PAYMENT	10-00-4100-185	9,900.00	8,449.78	1,450.22	-	8,449.78	1,450.22	85.35%	Annual PTO Payment Request was less than budget amount
PERSONNEL		\$ 7,596,200.00	\$ 4,770,196.65	\$ 2,826,003.35	\$ 2,390,845.35	\$ 7,161,042.00	\$ 435,158.00	94.27%	

**Great River Regional Library
2021 Year-End Budget Projections**

Expense Type	Act Code	Budget	Actual Expended as of 8-31-21	YTD Balance	September - December	Projected YTD Expenses	Projected YE Balance	% YTD Budget	Explanation
REGIONAL BOARD MEETINGS	10-00-4200-210	12,000.00	3,600.00	8,400.00	4,200.00	7,800.00	4,200.00	65.00%	Based upon historical use
STAFF DEVELOPMENT SERVICES	10-00-4200-211	25,000.00	14,595.68	10,404.32	7,297.84	21,893.52	3,106.48	87.57%	Virtual training
ALL STAFF DAY	10-00-4200-213	7,300.00	-	7,300.00	-	-	7,300.00	0.00%	All Staff Day scheduled for April 2022
MEMBERSHIPS & SUBSCRIPTIONS	10-00-4200-220	6,000.00	1,104.00	4,896.00	4,500.00	5,604.00	396.00	93.40%	Fewer membership renewals
PATRON CONTACT SERVICES	10-20-4200-235	60,000.00	30,111.27	29,888.73	20,000.00	50,111.27	9,888.73	83.52%	Fewer overdue and hold notices sent due to COVID
BUILDING MAINTENANCE	10-30-4200-240	115,700.00	88,937.99	26,762.01	-	88,937.99	26,762.01	76.87%	Budget is based on total St. Cloud budget for prior year. Actual expenditures came in less than expected.
INSURANCE-CONTENTS/OTHER	10-30-4200-246	30,000.00	38,151.00	(8,151.00)	-	38,151.00	(8,151.00)	127.17%	Premium exceeded budget
CATALOG SERVICES	10-20-4200-248	96,000.00	27,816.04	68,183.96	68,000.00	95,816.04	183.96	99.81%	
AUDIT	10-30-4200-250	19,250.00	19,150.00	100.00	-	19,150.00	100.00	99.48%	
PUBLIC LICENSING SERVICES	10-20-4200-253	4,587.00	4,587.00	-	-	4,587.00	-	100.00%	
TELEPHONE	10-00-4200-260	29,400.00	29,048.53	351.47	351.47	29,400.00	-	100.00%	
DELIVERY SERVICES	10-30-4200-265	1,750.00	415.19	1,334.81	600.00	1,015.19	734.81	58.01%	Full delivery service resumed in June
EQUIPMENT RENTAL & REPAIR	10-00-4200-271	1,500.00	918.84	581.16	581.16	1,500.00	-	100.00%	
EQUIPMENT RENTAL & REPAIR	10-20-4200-271	8,000.00	12,618.20	(4,618.20)	5,709.10	18,327.30	(10,327.30)	229.09%	Copies and Print expenses
		\$ 9,500.00	\$ 13,537.04	\$ (4,037.04)	\$ 6,290.26	\$ 19,827.30	\$ (10,327.30)	208.71%	
PRINTING/PUBLIC INFORMATION	10-00-4200-280	8,000.00	3,535.41	4,464.59	4,464.59	8,000.00	-	100.00%	
PRINTING/PUBLIC INFORMATION	10-20-4200-280	23,000.00	15,766.10	7,233.90	7,233.90	23,000.00	-	100.00%	
		\$ 31,000.00	\$ 19,301.51	\$ 11,698.49	\$ 11,698.49	\$ 31,000.00	\$ -	100.00%	
RECRUITMENT SERVICES	10-00-4200-285	1,000.00	1,310.65	(310.65)	655.33	1,965.98	(965.98)	196.60%	Number of new hires and volunteer background checks conducted
SALES TAX	10-00-4200-288	4,000.00	2,236.66	1,763.34	1,118.33	3,354.99	645.01	83.87%	Reduction in print and copy sales due to COVID
HRIS/PAYROLL SERVICES	10-00-4200-290	76,000.00	39,827.09	36,172.91	24,913.55	64,740.64	11,259.36	85.19%	Dependent on the number of staff
LEGAL SERVICES	10-30-4200-291	16,000.00	3,124.00	12,876.00	5,376.00	8,500.00	7,500.00	53.13%	
SYSTEM DIRECTORS FUND	10-30-4200-293	6,800.00	6,036.13	763.87	263.87	6,300.00	500.00	92.65%	
SERVICES AND CONTRACTS		\$ 551,287.00	\$ 342,889.78	\$ 208,397.22	\$ 155,265.14	\$ 498,154.92	\$ 53,132.08	90.36%	
SUPPLIES	10-00-4300-310	2,000.00	1,504.15	495.85	188.02	1,692.17	307.83	84.61%	Fewer COVID supplies needed
SUPPLIES	10-20-4300-310	61,945.00	32,643.14	29,301.86	20,321.57	52,964.71	8,980.29	85.50%	Fewer COVID supplies needed
SUPPLIES	10-30-4300-310	295.00	-	295.00	200.00	200.00	95.00	67.80%	Fewer COVID supplies needed
		\$ 64,240.00	\$ 34,147.29	\$ 30,092.71	\$ 20,709.59	\$ 54,856.88	\$ 9,383.12	85.39%	
POSTAGE	10-30-4300-330	20,000.00	8,304.00	11,696.00	8,000.00	16,304.00	3,696.00	81.52%	Fewer mailings, COVID
COMMODITIES		\$ 84,240.00	\$ 42,451.29	\$ 41,788.71	\$ 28,709.59	\$ 71,160.88	\$ 13,079.12	84.47%	
VEHICLE-GAS	10-20-4400-420	9,500.00	269.79	9,230.21	9,230.21	9,500.00	-	100.00%	
VEHICLE-INSURANCE	10-20-4400-430	3,450.00	3,572.00	(122.00)	-	3,572.00	(122.00)	103.54%	Premium exceeded budget
VEHICLE-REPAIR & MAINTENANCE	10-20-4400-440	4,500.00	2,945.92	1,554.08	3,325.00	6,270.92	(1,770.92)	139.35%	Delay in new vehicle crossed with maintenance that couldn't be delayed
VEHICLE-TIRES & MISC	10-20-4400-450	3,400.00	1,012.84	2,387.16	2,300.00	3,312.84	87.16	97.44%	
VEHICLE-MILEAGE	10-00-4400-460	2,300.00	681.52	1,618.48	-	681.52	1,618.48	29.63%	Travel reduced due to COVID
VEHICLE-MILEAGE	10-20-4400-460	25,000.00	12,796.56	12,203.44	-	12,796.56	12,203.44	51.19%	Travel reduced due to COVID

Great River Regional Library
2021 Year-End Budget Projections

Expense Type	Act Code	Budget	Actual Expended as of 8-31-21	YTD Balance	September - December	Projected YTD Expenses	Projected YE Balance	% YTD Budget	Explanation
		\$ 27,300.00	\$ 13,478.08	\$ 13,821.92	\$ -	\$ 13,478.08	\$ 13,821.92	49.37%	
VEHICLE EXPENSES		\$ 48,150.00	\$ 21,278.63	\$ 26,871.37	\$ 14,855.21	\$ 36,133.84	\$ 12,016.16	75.04%	
BOOKS & PRINT MATERIALS	10-20-4500-510	547,020.00	331,687.94	215,332.06	215,332.06	547,020.00	-	100.00%	
PERIODICALS	10-20-4500-520	56,000.00	38,192.89	17,807.11	17,807.11	56,000.00	-	100.00%	
MEDIA	10-20-4500-540	180,000.00	56,848.37	123,151.63	123,151.63	180,000.00	-	100.00%	
ELECTRONIC SERVICES	10-20-4500-560	172,900.00	111,569.04	61,330.96	61,330.96	172,900.00	-	100.00%	
LIBRARY MATERIALS		\$ 955,920.00	\$ 538,298.24	\$ 417,621.76	\$ 417,621.76	\$ 955,920.00	\$ -	100.00%	
OPERATING EQUIPMENT	10-00-4600-610	500.00	-	500.00	300.00	300.00	200.00	60.00%	
OPERATING EQUIPMENT	10-20-4600-610	5,500.00	1,059.82	4,440.18	4,000.00	5,059.82	440.18	92.00%	
		\$ 6,000.00	\$ 1,059.82	\$ 4,940.18	\$ 4,300.00	\$ 5,359.82	\$ 640.18	89.33%	
SMALL EQUIPMENT	10-00-4600-630	300.00	22.00	278.00	150.00	172.00	128.00	57.33%	
SMALL EQUIPMENT	10-20-4600-630	1,300.00	215.90	1,084.10	863.60	1,079.50	220.50	83.04%	
SMALL EQUIPMENT	10-30-4600-630	600.00	452.67	147.33	140.00	592.67	7.33	98.78%	
		\$ 2,200.00	\$ 690.57	\$ 1,509.43	\$ 1,153.60	\$ 1,844.17	\$ 355.83	83.83%	
EQUIPMENT		\$ 8,200.00	\$ 1,750.39	\$ 6,449.61	\$ 5,453.60	\$ 7,203.99	\$ 996.01	87.85%	
CONTINGENCY	10-00-4700-910	450.00	209.00	241.00	141.00	350.00	100.00	77.78%	
AUTOMATION MAINTENANCE	10-20-4800-932	162,335.00	96,692.39	65,642.61	65,000.00	161,692.39	642.61	99.60%	
AUTOMATION EQUIPMENT	10-00-4800-933	10,600.00	1,518.34	9,081.66	9,000.00	10,518.34	81.66	99.23%	
AUTOMATION EQUIPMENT	10-20-4800-933	85,400.00	5,721.68	79,678.32	79,000.00	84,721.68	678.32	99.21%	
		\$ 96,000.00	\$ 7,240.02	\$ 88,759.98	\$ 88,000.00	\$ 95,240.02	\$ 759.98	99.21%	
PROFESSIONAL SERVICES	10-20-4800-935	2,000.00	-	2,000.00	2,000.00	2,000.00	-	100.00%	
				-					
AUTOMATION SOFTWARE	10-00-4800-936	2,000.00	1,009.87	990.13	900.00	1,909.87	90.13	95.49%	
AUTOMATION SOFTWARE	10-20-4800-936	25,020.00	-	25,020.00	27,000.00	27,000.00	(1,980.00)	107.91%	
		\$ 29,020.00	\$ 1,009.87	\$ 28,010.13	\$ 29,900.00	\$ 30,909.87	\$ (1,889.87)	106.51%	
AUTOMATION OPERATING		\$ 287,355.00	\$ 104,942.28	\$ 182,412.72	\$ 184,900.00	\$ 289,842.28	\$ (487.28)	100.87%	
OPERATING FUND		\$ 9,531,802.00	\$ 5,822,016.26	\$ 3,709,785.74	\$ 3,197,791.65	\$ 9,019,807.91	\$ 513,994.09	94.63%	
CUSTODIAL HRA FUND									
EE BENEFITS	20-00-4100-140	\$ 85,679.80	\$ 19,464.23	\$ 66,215.57	\$ (11,800.00)	\$ 7,664.23	\$ 78,015.57		Reflects movement of HRA contributions from General Fund
EE BENEFITS	20-20-4100-140	\$ 338,678.00	\$ 1,875.42	\$ 336,802.58	\$ (158,900.00)	\$ (157,024.58)	\$ 493,827.16		
EE BENEFITS	20-30-4100-140	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
CUSTODIAL HRA FUND		\$ 424,357.80	\$ 21,339.65	\$ 403,018.15	\$ (170,700.00)	\$ (149,360.35)	\$ 571,842.73	134.75%	

Year End Projections	Operating Revenues	\$	(99,517.65)	-1.04%
	Operating Expenses	\$	513,994.09	5.34%
	HRA Contributions	\$	(170,700.00)	-1.74%
Estimated Surplus		\$	243,776.44	2.56%

Move ER employee HRA contributions from operating fund to custodial fund



Certificate of Deposit Investment Plan

Submitted by Amy Anderson, Accounting Coordinator

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Approve the Certificate of Deposit Investment Plan that will expand GRRL's investment portfolio to include Certificates of Deposit (CD) purchases at financial institutions located within each of the six GRRL signatories.

BACKGROUND INFORMATION

☐ Supporting Documents Attached

Adding four local institutions to the GRRL Financial Designations will establish relationships with banks that have branches within five of the six GRRL signatories by the end of 2021.

- The institutions are Stearns Bank, The Bank of Elk River, Minnesota National Bank, and Falcon National Bank.
- An approval request for these additions is being presented to the full Board as part of the Annual Financial Designations update.

As of September 13th, interest rates offered by these depositories range from 0.30 – 0.65% APY.

- Liquid savings rates at Bremer and MAGIC have been 0.02% for several months.
- The current GRRL CD portfolio interest rate average is 0.11%.
- CD purchases and maturity dates will be staggered to accommodate future cash needs.

An approval request for changes to Financial Policy Chapter 5 will be presented to the full Board. The policy was revised to reflect changes, additions, and clarifications to current practices.

FINANCIAL IMPLICATIONS

Estimated Cost: TBD

Funding Source: MAGIC Savings

Budgeted: ☐ Yes ☐ No ☒ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled



Regionwide Telephone System Request

Submitted by

Jay Roos, Associate Director, Information Technology

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Approve a single-vendor contract term of up to five (5) years for region-wide telephone service funded by budgeted operating dollars not to exceed \$17,000 annually at implementation.

BACKGROUND INFORMATION

☐ Supporting Documents Attached

The St. Cloud Library phone system is currently hosted by the City of St. Cloud. City Information Technology notified us that the system must be upgraded in 2022. They sent a quote involving a large capital outlay. In order to be fiscally responsible, we began to evaluate our options.

GRRL has a mix of traditional copper phone lines and city-provided PBX phone systems. We have 12 different vendors and even more monthly bills. The result is a good deal of administrative overhead.

Having many different phone systems also results in silos of communication. A patron calling one branch may be told to hang up and call a number in St. Cloud or another branch. Under one system, they could simply be transferred to the correct person.

In our current setup, calls between locations are usually considered long distance and billed as such. In a unified system, overall long distance is likely to be reduced as all calls between locations will be free.

The optimal path forward is to bring all of our phones under one voice over IP (VoIP) phone system. This will reduce our annual phone costs, administrative overhead, and allow us to explore new ways of serving our patrons over the phone. Board action is required because we are responsible for the bulk of the contract term even if we terminate service.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ 17,000 annually Funding Source: operating Budgeted: ☒ Yes ☐ No ☐ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled