GREAT RIVER REGIONAL LIBRARY
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1300 St. Germain Street West
St. Cloud, MN 56301
320-650-2500   griver.org

Board of Trustees Meeting
Tuesday, July 16, 2024, 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. **Adoption/Amendment of Agenda**   6:01
3. **Approval of Minutes** – May 21, 2024, Board Meeting (Requested Action – Approve) pg 3   6:02
4. **Public Open Forum**   6:03
5. **Financials**   6:07
   5.1 Bills (emailed) and Addendum (on table) (Requested Action – Approve)
   5.2 Financial Reports (emailed) (Requested Action – Accept)
   5.3 Current Letter of Credit Designation (Requested Action – Approve) pg 9
6. **Consent Agenda** (Requested Action – Approve)   6:09
   6.1 MNLINK Server Agreement Revised pg 13
   6.2 GRRL Board 2025 Meeting/Work Session Schedule pg 17
   6.3 Regional Library Telecommunications Aid FY2024 Final Report (on table)
   6.4 Other
7. **Communications**   6:10
   7.1 Other
8. **Presentations**   6:10
   8.1 Other
9. **Staff Reports**   6:10
   9.1 Executive Director's Report pg 19
   9.2 Management Reports pg 23
   9.3 Building Reports pg 29
   9.4 Second Quarter 2024 Strategic Plan Objectives & Key Results pg 31
   9.5 Human Resources Reports pg 39
   9.6 Other
10. **Committee Reports**   6:20
    10.1 Finance Committee (verbal) (Requested Action – Approve)
    10.2 Personnel Committee (verbal) (Requested Action – Approve)
    10.3 Central Minnesota Libraries Exchange Board (verbal)

11. Unfinished Business   6:32
  11.1 GRRL 2025 Budget Proposal & Discussion (Requested Action – Approve) pg 49
  11.2 Unassigned Fund Balance Spending & Recovery Plan Amendment (Requested Action – Approve) pg 59
  11.3 Other
12. New Business   6:45
  12.1 GRRL Policy Review and Revisions pg 61
      12.1.1 Data Practices Policy Revisions (Requested Action – Approve) pg 63
      12.1.2 Technology Policy Revisions (Requested Action – Approve) pg 85
  12.2 Other
13. Board Open Forum   6:55
14. Next Meeting – August 20, 2024, Board of Trustees Work Session
15. Adjournment   7:00

GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
May 21, 2024

The Great River Regional Library (GRRL) Board of Trustees regular meeting was called to order by President Jayne Dietz on Tuesday, May 21, 2024, at 6:00 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Zurya Anjum, Wayne Bauernschmitt, Teresa Dahl, Tina Diedrick, Jayne Dietz, Melissa Fee, Lisa Fobbe, Lynn Grewing, Laura Kangas, Robert Kasper, Ed Popp, Jacey Wallace

Members Excused: Tim Denny, Leigh Lenzmeier

GRRL Staff Present: Amy Anderson, Breanne Fruth, Cara Langston, Karen Pundsack, Patricia Waletzko, Nichol Wojcik

ADOPTION/AMENDMENT OF AGENDA
Executive Director Karen Pundsack asked to have the Library Youth Advisory Council presentation follow adoption of the agenda. Ed Popp made a motion to adopt the agenda as amended. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

Library Youth Advisory Council
Karen Pundsack introduced the Library Youth Advisory Council (YAC) and GRRL staff. Distribution Aide Ashley Johnson, Human Resources Generalist Dezra Rittmann, and Patron Services Supervisor Cara Langston have been meeting with the council. YAC members introduced themselves: Brooklyn – President, Karina – Vice President, Zoe, and Aisha. Rylee also attended via Zoom.

Brooklyn informed the Board that the YAC has been meeting for the past few months and outlined the presentation.

Aisha stated the group set ground rules and an order of business for their meetings and elected members to officer positions at their first meeting in December. The council has 11 members representing five of six counties in the GRRL region.

Zoe presented ideas they have discussed. The YAC did a poll among its members for feedback about library teen spaces. She explained the poll results shown on projected presentation slides. They decided to reach out to more students, ages 11-19, with a survey in libraries and have received 45 responses to date.

Brooklyn added the YAC plans to keep the survey open for the summer. They plan to meet again in fall to elect officers for the next year and talk about ideas for the future.

APPROVAL OF MINUTES
Lisa Fobbe made a motion to approve the March 19, 2024, Board meeting minutes as presented. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

PUBLIC OPEN FORUM
Peter Wilson from Sartell continues to be concerned about ongoing censorship at the library. He mentioned giving books to libraries in other states and being told he cannot give books here. He sees that as a form of control and censorship. Peter also talked about book availability. If the library controls how many are available, that is censorship. He will try to give the freedom thinking books again, which he believes are rarely put on shelves.

Faye Heille from Albany questioned the status of determining an appropriate age to access books with sexual content in the library and expressed concern about this. She was informed the collection development policy was approved by the Board last year. She also mentioned the discussion in Minnesota to stop book banning, referred to a *Gender Queer* handout she received, and talked about her personal experience.

FINANCIALS
Bills
Financial Reports
Ed Popp made a motion to approve and accept the April and May bills, May bills addendum, and March and April financial reports as presented. Seconded by Tina Diedrick, the motion carried unanimously.

Auditor's Report Summary by Creative Planning (BerganKDV)
Nancy Schulzetenberg, Audit Partner with Creative Planning (BerganKDV), informed the Board that GRRL received an unmodified opinion following the 2023 audit, which is the best that can be offered. She briefly reviewed the presentation slides and highlighted changes as well as GRRL's overall positive net position. The decrease in capital assets due to electronic books and materials was pointed out. Associate Director – Accounting Amy Anderson replied to an inquiry about electronic materials having only one year of life. They cannot be listed as capital because they are not on the shelves.

Nancy reviewed the segregation of duties finding. Due to suggested improvements from Amy, GRRL has reduced the severity of that finding. She commented that this finding is common in most government body audits.

Tina Diedrick made a motion to approve the Auditor's Report Summary as presented. Seconded by Zurya Anjum, the motion carried unanimously. Thanks were expressed to Amy for her work on the audit and Nancy for her work and presentation.

Current Letter of Credit Designation
Melissa Fee made a motion to approve the current letter of credit designation as presented. Seconded by Lisa Fobbe, the motion carried unanimously.

CONSENT AGENDA
Arts & Cultural Heritage Fund FY2022 Completion Report
Arts & Cultural Heritage Fund FY2025 Application
Regional Library Basic System Support FY2025 Application
MNLink Server Agreement
Ed Popp made a motion to approve the consent agenda items as presented. Seconded by Lynn Grewing, the motion carried unanimously.

COMMUNICATIONS
There were no communications items presented.

PRESENTATION
Library Youth Advisory Council
The presentation took place earlier in the meeting. Board members requested thank you notes be sent to the Youth Council members to recognize their work and presentation.

STAFF REPORTS
Executive Director's Report
Karen Pundsack mentioned a *Star Tribune* article about legislative approval of a bill prohibiting book bans. She clarified its content with language from the bill that passed and read portions of the bill content including book challenge requirements. The names of all challenged titles received by GRRL have been sent to the state librarian.

Information was also provided about the failed bonding bill and passed bill that changed degree requirements for a regional public library system director specific to MELSA.

Management Reports
Associate Director – Human Resources Nichol Wojcik stated the Stearns County social workers started at the St. Cloud Library (SCPL) yesterday, and there has been patron interest. GRRL did not apply for the grant to support social workers in the library. Conversations with Stearns County revealed they already meet with people here and their HOME team would be happy to have hours at the library.

Communications & Development Coordinator Breanne Fruth talked about fundraising and pointed out several branches met their Locally Growin' goal to purchase specific items. GRRL is still seeking sponsors for the Summer Reading Challenge (SRC). Yesterday, we received a shipment of 13,000 bags to give to kids when they sign up for the challenge.

In June, there will be another library card design contest. Selected designs will be printed on new cards and available in September.

Building Reports
Cara Langston shared information about the fire in the Albany City Hall building. Fortunately, the library was minimally affected, and city staff worked hard with library staff to reopen.

In reply to a question about the new SCPL lighting system, Karen Pundsack replied the city worked hard on the project and completed early.

First Quarter 2024 Strategic Plan Objectives & Key Results
Total borrower numbers were reviewed, and new borrowers continue to be strong. Several libraries are not circulating as many physical materials as one year ago; the DVD lending period change affects the recorded checkout number. The digital library responded to the funding influx; it is a very popular service. The metrics are tied to GRRL Strategic Plan objectives.

COMMITTEE REPORTS
Finance Committee
Auditor's Report by Creative Planning (BerganKDV)

First Quarter Financial Report
Human Resources Information System Implementation Request
Capital Equipment Expenditure Request
2025 Annual Preliminary Budget
Annual Review of Unassigned Fund Balance
All agenda items were approved. The Committee also approved a Wright County request to limit their signatory increase to one percent that required an additional $39,000 from the 2023 surplus.

Ed Popp made a motion to approve the Finance Committee report as presented. Lisa Fobbe seconded the motion. Following brief discussion, upon vote, the motion carried unanimously.

Personnel Committee
Staff Recognition Report
Human Resources Annual Statistics
The Committee reviewed the staff recognition and Human Resources annual statistics reports.

Position Descriptions Revisions
They also approved a large number of position descriptions revisions and consented to staff making minor grammatical corrections where needed for format consistency.

Jacey Wallace made a motion to approve the Personnel Committee report as presented. Seconded by Lynn Grewing, the motion carried unanimously.

Fund Development Committee
Last week, GRRL hosted a donor appreciation lunch attended by 14 people. Invited this year were Visionary, Scholar, and Connector-level donors.

Central Minnesota Libraries Exchange (CMLE) Board
The CMLE Executive Committee will meet next week to decide on a future home location and present their recommendation to the full CMLE Board in June. With approximately $48,000 remaining for grant distribution, Jayne Dietz encouraged applications from any library, organization, or school with library-related requests. Discussion included grants distributed to date as well as grant ideas.

UNFINISHED BUSINESS
Compensation Study Update
Work has started with the consultant, David Drown Associates. Preliminary documents and data are being prepared and sent to them. A committee that includes two Board members will work with the consultant. Ed Popp and Wayne Bauernschmitt, who are on the Union Negotiations Committee, were appointed to the committee.

NEW BUSINESS
2025 Annual Preliminary Budget & Discussion
The Finance Committee looked at the 2025 Annual Preliminary Budget earlier in the evening. They decided to use an additional $39,000 from the 2023 budget surplus to ensure the Wright County increase is limited to one percent, which results in a decrease for the remaining signatories.

BOARD OPEN FORUM
A Board member asked for an explanation of the book donation process and referred to the collection donated to Delano. Karen Pundsack briefly described the process outlined in GRRL's Collection Development policy and explained why it is not always cost effective for the library to add donated materials. Locally Growin' funds can be used to place non-floating materials in specific locations. Books can be donated to the Friends of the Library for book sales.

NEXT MEETINGS
The next Great River Regional Library Board of Trustees meeting will be Tuesday, July 16, 2024.

ADJOURNMENT
Jayne Dietz adjourned the meeting at 7:17 p.m.

_____   _____
Jayne Dietz, President   Melissa Fee, Secretary

Effective Date: June 10, 2024

LETTER OF CREDIT NO. 1002763

Great River Regional Library

amya@grrl.lib.mn.us

1300 W St Germain St

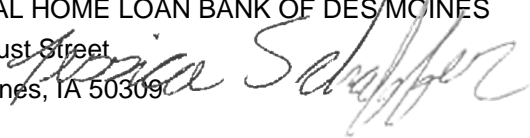St Cloud, MN, 56301

Attention: Amy Anderson

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. 1002763 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 $700,000.00 ("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 July 10, 2024 (after honoring any draws received in accordance with the Letter of Credit) (the "Initial Expiration Date")..

7. This Letter of Credit is issued subject to 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

Senior Risk, Money Desk and Cash Analyst   Jun 10, 2024
By: _____

Title: _____

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. 1002763 (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___.

By: _____

Title: _____

MNLINK AGREEMENT
July 1, 2024 through June 30, 2029

This MNLINK Library Agreement is between the State of Minnesota, acting through its Minitex Information Network (Minitex), having its principal place of business at the University of Minnesota, Wilson Library, Room 60, 309 19th Avenue South, Minneapolis, MN 55455-0439, and Great River Regional Library, 1300 West Saint Germain Street, Saint Cloud, MN 56301 ("Organization"). This Agreement is effective July 1, 2024 through June 30, 2029. Organization and Minitex are collectively referred to herein as "Parties" in singular or plural usage, as required by context.

Definitions:
Minitex means an Information and Resource Sharing program of the State of Minnesota acting through its Minnesota Office of Higher Education and the University of Minnesota Libraries.

MNLINK means a statewide discovery and interlibrary loan system that links Minnesota's rich library resources. It allows patrons to place interlibrary loans for materials and to access electronic content.

MNLINK Library means Organizations that meet established criteria and allow their materials to be accessible for interlibrary loan.

Organization means the library organization, city, county or other entity that is a party to this Agreement and operates the MNLINK service, which is the subject of this Agreement.

1) **Organization Obligations upon designation as MNLINK Library:**

   ● Conforms to MNLINK Membership and Technology requirements.
   ● Manages the workflow for interlibrary loan borrowing and lending requests, including lending of materials included on the library's catalog to patrons authenticated by MNLINK, subject to:
      ○ Statewide interlibrary loan policies and procedures established by Minitex and the Department of Education, State Library Services;
      ○ Such restrictions as the library may place on the loan of materials consistent with established policies and practices
   ● Appointment of a member to the MNLINK Operations Committee and any similar groups that may be established.
   ● If the Organization cannot meet their responsibilities, such as not lending materials through the MNLINK site, not uploading records, or not providing Z39.50 and NCIP access to their local system, the Minitex Associate Director will reach out to help address the issue. If the Organization is unable or unwilling to continue to meet MNLINK requirements, the library may be removed from the MNLINK service
   ● The Organization is expected to have staff to support library operations, engage with the Minitex resource sharing program, and support both borrowing and lending services.

2) **Minitex obligations:**

   ● Administer the MNLINK discovery and interlibrary loan system for the benefit of all participating libraries.
   ● Contract with vendor for hosting of the MNLINK discovery and interlibrary loan system following University of Minnesota purchasing procedures.

- Management of search of electronic resources available through the Minitex network.
- Management of authenticated patron placement of interlibrary loan requests via MNLINK for materials of other participating MNLINK libraries subject to:
  - Statewide interlibrary loan policies and procedures established by Minitex and the Department of Education, State Library Services;
  - Such restrictions as the library may place on the loan of materials consistent with established policies and practices
- Establishment of the MNLINK Operations Committee and any similar groups that may be required.
- Consultation with the MNLINK Operations Committee prior to adopting any new policies or procedures.
- Work with the vendor/s providing the MNLINK software to implement enhancements, bug fixes and general improvements.
- Provide training to all MNLINK member library staff on a regularly scheduled basis. Provide options for training on an as needed basis for new staff.

3) Default

If Organization fails to meet its obligations, Minitex may consider Organization to be in default, unless such failure has been caused by an unforeseeable event, outside of Organization's reasonable control. Minitex will work with Organization to help address the issue. If the issue is not addressed within sixty (60) days, Minitex agrees to give Organization written notice of such default. Organization will have thirty (30) days from the receipt of such notice to provide a plan of action that is acceptable to Minitex to cure the default.

4) Term and Termination

This Agreement shall be effective on July 1, 2024 and shall expire on June 30, 2029, unless earlier terminated. Either Party may terminate this Agreement upon sixty (60) calendar days written notice to the other Party.

Neither party will incur additional financial obligations pursuant to this Agreement upon receipt of notice of termination or giving notice of termination.

5) Audit Rights

As required by Minn. Statutes Section 16.05, Subd. 5, the Organization shall maintain books, records, and documents that are relevant to the performance of this Agreement. Such books, records and documents of Organization as well as its accounting procedures and practices that are relevant to the performance of this Agreement, shall be subject to the examination and audit of the University and either the Legislative Auditor or the State Auditor as appropriate, for a minimum of six (6) years from the end of this contract.

6) Government Data Practices Act

Each party will comply with the Minnesota Government Data Practices Act as it applies to all data provided by the University and as it applies to all data created, gathered, generated or acquired in accordance with this Agreement.

7) Assignability

This Agreement may not be assigned by either party without the prior written consent of the other party.

8) Disputes

a) Dispute Resolution. The parties will attempt to settle any claim or controversy arising from this Agreement through consultation and negotiation in good faith and a spirit of cooperation. If those attempts fail, the dispute will be mediated by a mediator chosen jointly by Organization and University within thirty (30) calendar days after notice by one of the parties demanding non-binding mediation. Neither party may unreasonably withhold consent to the selection of a mediator. Subject to available funding, Organization and University will share the cost of mediation equally. The parties may by mutual agreement complete some specified but limited discovery about the dispute. The parties may also replace mediation with some other form of non-binding Alternate Dispute Resolution (ADR) procedure. Nothing in this section shall prevent University from terminating this Agreement for a material breach or for convenience.

b) Unresolved Disputes. Any dispute that cannot be resolved between the parties through negotiation or mediation within two (2) months after the date of the initial demand for non-binding mediation may then be submitted by either party to Minnesota District Court in the Fourth judicial district or to the United States District Court for the District of Minnesota for matters otherwise within its jurisdiction. Each party consents to jurisdiction over it by such a court. The use of any ADR procedures will not be considered under the doctrine of latches, waiver, or estoppels to affect adversely the rights of either party. Either party may resort to the judicial proceedings described in this paragraph prior to the expiration of the two-month ADR period if: (a) good faith efforts to attempt resolution of the dispute under these procedures have been unsuccessful or (b) interim relief from the court is necessary to prevent serious and irreparable injury to such party or any of its affiliates, agents, employees, customers, suppliers, or subcontractors.

c) Performance While Dispute is Pending. Notwithstanding the existence of a dispute, the parties shall continue without delay to carry out all of their responsibilities under this Agreement, which are not affected by the dispute. If a party fails to continue without delay to perform its responsibilities under this Agreement, in the accomplishment of all undisputed work, any additional costs incurred by the other parties as a result of such failure to proceed shall be borne by the responsible party.

9) Indemnification

Subject to the Minnesota Tort Claims Act, in the performance of this Agreement by the Organization, each party will be solely responsible for any claims or causes of action to the extent caused by Organizations.

- Intentional, willful, or negligent acts or omissions; or
- Actions that give rise to strict liability; or
- Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the other party's sole negligence. Each party will notify the other promptly upon having reason to believe a claim or cause of action has been, or is likely to be made, against the responsible

party. The responsible party will defend or settle the claim or action at its expense, and the non-responsible party will fully cooperate in such defense or settlement. The responsible party will make no settlement that may affect the non-responsible party's operations without the non-responsible party's express, written permission.

10) Entire Agreement

This Agreement constitutes the entire agreement of the parties regarding the subject matter of this Agreement and supersedes all previous negotiations, representations, agreements and understandings, whether written or oral, between the parties relating to such subject matter. This Agreement between the parties shall be independent of and have no effect upon any other contracts of either party.

Organization:

The Organization certifies that the appropriate person(s) has/(have) executed the Agreement on behalf of the Organization as required by applicable articles, bylaws, resolutions, or ordinances.

By: _____

Title: _____ Date: _____

By: _____

Title: _____ Date: _____

Minitex:

By: _____
    (Minitex Director)
Title: _____ Date: _____

1300 St. Germain Street West
St. Cloud, MN 56301
320-650-2500   griver.org

Board of Trustees 2025 Meeting Schedule

St. Cloud Public Library at 6:00 p.m.
The scheduled dates are the third Tuesday of each month, notice pursuant to Minn. Statute 13D.04, Subd. 1.
Special meetings are outside of the regular schedule, notice pursuant to Minn. Statute 13D.04, Subd. 2.

January 21 – Annual Meeting

February 18 – Work Session

March 18

April 15 – Work Session

May 20

June 17 –Work Session

July 15

August 19 – Work Session

September 16

October 21 – Work Session

November 18

December 16 – Work Session

Executive Director Report
July 2024

<u>Leadership Support Team (LST)</u>
LST continues to meet more frequently to share updates from the various work groups: Staffing, Human Resources Information System transition, Automated Materials Handling System and Delivery. Building and department updates were also discussed.

In May, we discussed what it means to have a "culture of appreciation." Part of our core values is the principle of Community Focus: We build trust with one another, and operate as a team. We communicate openly. Feedback from the staff engagement survey last year showed this was an area we could build up within the organization. Having a high quality and empowered staff is how we serve our patrons and communities.

One of the resources we discussed was a LinkedIn Learning training called, "How to Build a Culture of Appreciation as a Manager." We talked about best practices such as reflective recognition and coaching conversations. A challenge is not understanding the difference between recognition and appreciation. Each person experiences appreciation uniquely. Appreciation can include an act of recognition. Appreciation needs to be delivered individually and personally. Understanding your own strengths can help you see the strengths in people around you.

Challenges for GRRL are busyness as well as the size and scale of the organization. A good reminder was the importance of recognizing one person each day to show people around you that you value them. The Appreciate & Celebrate Team created certificates to help with this. People around the region are using them to recognize each other.

We also talked about the topic "what can we stop doing?" As of July 1, we will not be sending mail hold notices. We recently stopped the proctoring fee and printing eBay transactions. Based on staff survey feedback, we decided to discontinue the Staff Suggestion box rather than migrate the content. Today's workforce environment has caused us to move away from the concept of "right task, right level" for staffing. We reviewed a historical list of services and processes we have discontinued over the years. We plan to revisit this topic as a way to assess and evaluate our work.

We also discussed whether to submit a Library Services & Technology Act (LSTA) grant application and decided against doing so. The goals for this grant round do not align well with our potential project list.

We began talking about how to shape the next strategic plan. An updated five-year plan will need to be submitted to State Library Services by the end of 2025. We will submit a timeline for planning to the GRRL Board this fall.

<u>Staffing Work Group</u>
The staffing work group continues to meet and review information about staffing levels across the region. Our focus has been reviewing staffing levels and updating the staffing calculator. A lot has changed over the 14 years since the GRRL Board approved using this tool to allocate staffing.

1

Our primary focus has been staffing in libraries other than St. Cloud. We intend to look at the same principles for the St. Cloud Library once we have a clearer picture of the rest of the region. The last time staffing levels and practices were formally reviewed at a regional level was in 2021. Staffing evaluation has taken place at the local or department level as vacancies have occurred. Our philosophy around "right task, right level" has changed. The work group drafted staffing evaluation guidelines was shared with LST.

In our evaluation of Print2Go services, we learned there is a wide range of patron interactions that can happen with the service. Some interactions are quick, simply releasing a print and taking payment. If there are technology challenges, it can take significantly longer. We will add time to the staffing calculator to reflect this activity.

Library circulation has declined, but open hours have increased. We compared information between then and now to illustrate how staffing levels and library activity have changed.

2024 compared with 2021:
- Average circulation/open hour in 2023 is 33 items – was 42 items, based on the average of maximum circulation for branch libraries 2017-2020.
- Average circulation/staff hour (aide and assistant) in 2023 is 18.65 - was 23.68, based on the maximum circulation for each branch 2017-2020.

	2024		2021	
	Number of weekly hours	**Number of positions**	**Number of weekly hours**	**Number of positions**
Avg Library Aide position	15.69	38	14.7	56
Avg Library Assistant position	14.24	82	16.2	66
Avg LSC position	34	19	32.2	20
Budgeted Lib Aide	608.5	15.21 FTE	823	20.575 FTE
Budgeted Lib Asst	1,204.27	30.12 FTE	1,067	26.675 FTE
Library open hours (31 locations – excluding SCPL)	1,016	NA	949	NA

Budgeted for 2024:
Library Services Coordinators (LSC)
- 648.25 (16.20 FTE) LSC hours weekly
- This level of staffing calculates to LSCs being available roughly 60 percent of total weekly open hours

1,016 weekly open hours in 31 libraries (roughly 2.35 total staff/open hour)
- 1.12 assistant/open hour – was 1.12 assistant hours/open hour in 2021
- .59 aide/open hour – was .87 aide hours/open hour in 2021
- .64 LSC/open hour – was .68 LSC hour/open hour in 2021

2

The work group will next look at staff schedules, open hours and library tiers. GRRL added 68 weekly open hours in 2022 across 27 libraries. We have had difficulty maintaining this commitment to the public over the past couple of years. One of the benchmarks when the staffing calculator was created is that LSCs would be available a minimum of 40 percent of library open hours. We are going to look at how closely this standard aligns with on-desk and off-desk time in current schedules. Library tiers are part of the Library Development policy. These tiers break down service levels by borrower numbers.

Diversity, Equity and Inclusion (DEI) Team
This year, GRRL is forming a staff Diversity, Equity and Inclusion Team. The DEI Team is part of our strategic plan goals to enhance efforts to offer effective and welcoming library service. The team will include representation from staff at all levels of the organization. The team's purpose will be to:
- Define DEI at GRRL.
- Evaluate progress and effectiveness of the DEI objectives in the 2022-2025 Strategic Plan.
- Review data from the 2023 User Survey and 2023 staff DEI meetings.

Next year, GRRL will be creating the 2026-2030 Strategic Plan. The work from the DEI Team will recommend future goals for the library system. It will be foundational, long-range work.

The 2022-2025 GRRL Strategic Plan had several objectives specific to DEI. It was the first time this work was distinctly identified within the plan. We aim to build on this work. Those initiatives included:
- Access
  - Eliminate late fees on all library materials to remove a major barrier to access.
  - Increase display of library materials to represent a wide range of experiences and viewpoints at all libraries.
  - Have programs and services for patrons with special needs.
- Library Awareness
  - Increase targeted advertising to reach a wider audience.
  - Increase the information about diversity, equity and inclusion efforts with the GRRL Board.
- Operational Excellence
  - Incorporate best practices for inclusion into the recruitment process and job descriptions to diversify staff.

Council of Regional Public Library System Administrations (CRPLSA)
The May CRPLSA meeting included time with Minnesota Library Association (MLA) Lobbyist Sam Walseth. He went over the legislation passed this session that would affect libraries. We also heard from State Library Services.

Legislation passed creating a school media specialist focused position within State Library Services. They are building the position description and will be posting soon. With the new legislation related to book challenges, State Library Services is sorting out requirements for reporting them. The state will also be offering "Safe Libraries" training statewide as well as board training modules from United For Libraries.

Fifteen applications were received for library construction grants. There will be no further grant cycles until a bonding bill is passed. Capital improvement funds for libraries will be distributed through Initiative Foundations. State Library Services will send out a notice when this funding is available. It needs to be spent by 2026.

3

Highlighted Executive Director Activities since May Board Meeting
May 22 – LST Board follow-up meeting
May 23 – CRPLSA online meeting, Staffing work group
May 28 – CMLE Executive Committee meeting
May 29 – LST meeting
June 10 – Career Solutions Program Committee meeting
June 11 – St. Cloud Friends of the Library Fund meeting
June 13 – Stearns County Human Services Advisory Council meeting
June 18 – CMLE Board meeting in Cambridge, GRRL Finance Committee meeting
June 20 – LST Board follow-up meeting, DDA compensation study meeting
June 21 – Delano Friends of the Library meeting with PSS Jeannette Burkhardt
June 26 – Staffing work group
July 1 – Meeting with One Digital re: 2025 benefits
July 3 – LST meeting
July 11 – DDA compensation study meeting

4

Managements Reports
July 2024

Amy Anderson
Associate Director – Accounting

Accounting
The second quarter ended with revenues 64.23 percent received. Expenditures are 48.9 percent spent for the 2024 budget year. Expenses for 2024 are 4.74 percent higher than at the same time in 2023. This is due to cyclical spending in the automation and library materials budget lines.

Contract negotiations continue with Paylocity, the Human Resources Information System (HRIS) chosen to replace ADP. The priority for GRRL is to reach an agreement which best protects the organization and the data housed within the system. These discussions will most likely extend the migration date to sometime in 2025.

Investments
The current savings rate for MAGIC liquid is 5.29 percent. There are 12 certificates of deposit maturities remaining in 2024. This aligns with GRRL's strategic plan objective of maximizing library financial investment options.

Matured CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Franklin Savings Bank, PA	05/10/2024	$239,000	5.65%	$10,254.08
First Southeast Bank, MN	05/15/2024	$237,000	5.00%	$12,205.50
Milledgeville State Bank, IL	06/17/2024	$239,000	5.45%	$ 9,973.83
West Pointe Bank, WI	06/20/2024	$239,000	5.25%	$12,833.06

Purchased/Renewed CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Bank of Montgomery, LA	02/04/2025	$240,000	5.35%	$ 9,764.38
Toiga Franklin Savings, PA	02/10/2025	$240,000	5.35%	$ 9,800.55
First Natl Bk of Hutchinson, KS	05/15/2025	$237,000	5.20%	$12,679.50
Austin Capital Bank, TX	03/14/2025	$240,000	5.45%	$ 9,941.92
United Trust Bank, IL	06/20/2025	$237,000	5.20%	$12,679.50

Letter(s) of Credit
GRRL holds Letter of Credit No. 1002763 issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank for $700,000. The date of the letter is June 10, 2024.

Jeannette Burkhardt
Patron Services Supervisor

Pilot Position
The floating Library Assistant position has been very helpful this past month with significant vacancies in Delano and Rockford. This position has filled the desk hours from the Library Services Coordinator (LSC) opening in Delano for the month of June, allowing staff to feel confident that adequate coverage was being provided. The floating Library Assistant has also started work on collection maintenance while covering in Delano.

In July, this individual will provide desk coverage in other locations and work on the collection in Howard Lake. This will be added support to prepare for the upcoming move to the new Howard Lake facility the first week of August.

Public Health Emergency Preparedness
Buffalo LSC Katie Teesdale and I met with Greg Wise, Public Health Emergency Preparedness Coordinator. He had asked to discuss adding the Buffalo Library to the Heating/Cooling shelter map for the county. This would mean that during extreme weather conditions, an alert would go out to people in need that the Buffalo Library could provide some relief. The library is not expected to change open hours, and staff are not expected to work differently. The current Rules of Behavior and policies will be followed for any inappropriate behavior or disruptions that might occur during this time.

Brandi Canter
Lead Patron Services Supervisor

Public Services Team (PST)
PST continues to look for ways to expand access among community members who do not have official photo identification. At our July meeting, we will discuss how other library systems provide access to community members without photo IDs. This may be due to religious observance or homelessness.

The team is also reviewing procedures used by front line staff in their work with patrons. GRRL uses an integrated library system (ILS) called Horizon that stores both patron and collection information. Horizon is the system that allows us to find items in the collection and link them to a specific patron for request or checkout. Patron experience is improved when the procedures for staff are accurate, simple to understand, and easy to find.

Delivery Evaluation and Planning Work Group
One of the big questions facing the Delivery work group is whether canvas bags or plastic totes would work best for moving items around the region. We currently use canvas bags exclusively. The second question is whether we could use something different from the expensive and hard-to-find Transit vans currently in our fleet. To answer the first question, we have launched a pilot project at the Foley, Royalton and Little Falls libraries with use of plastic totes for non-requested materials. Requests continue to be moved with canvas bags.

Associate Director – Accounting Amy Anderson has also investigated purchase options for different types of vans. One benefit of totes over bags is that totes are more stable when stacked. Thus, totes

might allow us to use smaller and less-expensive vans. However, switching to totes would have implications at every location with regard to the space and layout needed for processing materials.

<u>Automated Materials Handling System (AMHS) and Collection Security Work Group</u>
The question of what options we have to replace our current AMHS in St. Cloud hinges, in part, on what kind of technology we will use for checking items in and out. Currently, we have barcodes on all library materials. A scanner reads each barcode individually to update Horizon. With the AMHS and at the branches, the scanners generally have to be at a certain distance or angle for an accurate reading.

Another option would be to embed radio frequency ID (RFID) tags on items. RFID scanners are touted as being able to read the tags more easily and on multiple items at a time. This would reduce the need for time-consuming and repetitive placement of individual items by staff. A switch to RFID technology would require a significant investment in time and money, and it could make some aspects of materials handling much more efficient.

At our July meeting, work group members will discuss the merits and challenges of RFID with staff from Carver County libraries. We will ask them about their implementation process, what they like about RFID, and what does not work as well as they had hoped. We will also ask what they would do differently, or what they wish they had known when they started the transition from barcode scanning to RFID.

Breanne Fruth
Communications & Development Coordinator

<u>Fundraising</u>
Our fundraising for GRRL's Summer Reading Challenge (SRC) is complete. We raised funds for SRC through business sponsorships, an invitation to give on our website homepage, and solicitation in our quarterly donor newsletter, *Currents*. Sponsorships are at the following levels: $500, $750, and $1,000. Sponsors of the $1,000-level are Associated Wholesale Grocers, Bernatello's Foods, Central MN Noon Optimist Club, Denis & Susanna Hynes, Evenson Decker P.A., Garage Door Store, St. Cloud Friends of the Library, and St. Cloud Area Sertoma Club. We also have Belgrade Steel Tank Co Inc., St. Michael-Albertville Women of Today, St. Cloud Moose Lodge #1400, and an anonymous donor as $500-level sponsors. Our goal for this campaign was $15,000, or at least 14 sponsors. We surpassed our goal by reaching $19,266!

I attended the International Public Library Fundraising Conference in Washington D.C. in June. Library fund development professionals attended from across the United States and Canada. Sessions covered fundraising strategies and challenges, proper messaging, successful corporate partnerships, and building support through storytelling. I attended through a grant from our Multi-type Cooperative System, Central Minnesota Libraries Exchange (CMLE).

After discussion about GRRL's current priorities and strategies with the Leadership Support Team (LST), we are choosing not to apply this Library Service and Technology Act (LSTA) grant round. Instead, I applied to act as a grant reviewer through State Library Services. As a reviewer, I hope to gain perspective on the grant priorities and process.

August is National Make a Will Month. We are sharing books and guides to check out in the library catalog and promoting our planned giving brochure. We will share this on our website homepage, in our monthly newsletter, and in our quarterly newsletter to our Friends of the Library groups.

Friends Meet Friends is scheduled for Friday, September 20 at the Cambridge Public Library. Friends of the Library members from the Great River Regional Library and East Central Regional Library regions are invited. A save-the-date was included in both spring and summer Friends of the Library newsletters, and formal invitations will be sent in the month of August. The event will be held over lunchtime and provide the opportunity for Friends to network, learn from each other, and hear success stories from the Cambridge Friends.

Communications
The Library Card Design Contest wrapped up at the end of June. We received 365 youth (ages 0-12), 40 teen (ages 13-19), and 36 adult (ages 20+) submissions as of July 1, as we wait on final submissions to come through interoffice envelopes. Staff are voting on their favorite from each category in July. Our plan is to have the winning library card designs available at each branch library for September's Library Card Sign-Up Month.

Cara Langston
Patron Services Supervisor

Staffing
The northern branches are fully staffed. We are excited to welcome several new Library Assistants during one of the busiest times of the year! Jade Lauber, Patron Services Librarian, stepped into the role of Interim LSC in Little Falls/Swanville. Her leadership is helping us through the Summer Reading Challenge. In addition, the new northern floating Library Assistant is fully trained and now picking up shifts across the northern branches. This helps ease the stress of finding coverage when staff are out of the library.

Jay Roos
Associate Director – Information Technology

Computer Replacement
In late 2023, we purchased replacements for 80 public internet computers and 11 laptops for our travelling public lab. All 32 locations will receive at least one new computer from this batch. This replacement also includes a reduction of 40 internet stations region-wide as more patrons rely on their own mobile devices both inside and outside of the library. This roll out is complete.

Next up, the Information Technology (IT) department will handle the replacement of over 100 staff computers around the region. The bulk of the computers are at locations other than St. Cloud.

Horizon Server Upgrade
In March, the Board approved our request to migrate our Horizon ILS to a new server. That migration is set to take place on July 16. Leading up to the migration, our vendor has configured our server and loaded a copy of our data. GRRL staff have been testing the server to make sure all of our normal operations work correctly. On migration day, our vendor will migrate our complete current database,

and we will switch to using the new server. This migration will put us on a supported server operating system and puts us on a path to continue to receive updates and enhancements for Horizon.

Staff Web Site Migration
From the operating system to the content management system version (CMS), just about all aspects of the library's staff web site needs to be upgraded. Web Developer Jonathan Lahr has been developing migration scripts and procedures to bring our staff site up to the current version of our CMS, Drupal 10. It is a large effort as GRRL has developed a number of custom applications over the last 15+ years. Each custom application requires updates and reworking to move to the new version. We aim to have the bulk of the staff site migrated by the end of July. A test site is already up and running for a test group of staff to review. We expect to see improvements in security and usability.

Jami Trenam
Associate Director – Collection Development

Enhancing the Physical Collection: Elk River & Howard Lake
The City of Elk River expressed interest in a ballpark estimate to replace the library's shelving for future capital planning. LSC Margot Barry and I met with representatives from Mid-America Business Systems in June to explore the potential cost.

Preparations for the new Howard Lake branch continue. Last year, the GRRL Board approved a one-time capital designation to purchase materials for the new location. The majority of items arrived, and staff prepared them for staging in the new library. Weeding in the existing location is under way to remove outdated and damaged items before the move, scheduled for early August.

Interlibrary Loan Update
MNLINK, Minnesota's statewide interlibrary loan service, transitioned to a new platform on April 30. Throughout May and June, interlibrary loan staff cleaned up outstanding items on the old software while learning the new system. The old platform officially retired July 1. We are ready to raise the temporary MNLINK request limit from five back up to 25 requests per library card.

Kudos to Collection Development Clerks Kenisha Queen and Sara Popma for their tremendous patience and flexibility over the past few months! Chris Getz, Technical Services Coordinator, learned right alongside the clerks. He will take on supervision of the Clerks this month.

Nichol Wojcik
Associate Director – Human Resources

Human Resources Information System Conversion
We are still working on finalizing the contract with Paylocity. Our hope is it will be signed by the middle of July. This will likely push our first check date in to 2025, but we do not want to attempt to go live right before, or in the middle of, open enrollment.

Stearns County Social Workers
The Stearns County outreach social workers have been in the library for about 10 hours a week for almost a month. Brandi Canter, the Patron Services Coordinators, and I met with the social work team

on June 24 for a check-in. I am very pleased to report they have already seen 24 people! We all think this is a great number. One of the social workers shared a great story that she was able to connect with a patron who was having some struggles one day, and he told the social worker he probably needed to get into treatment and back on some medication. The social worker was able to reach out to the co-response team, find a place that had room for him, and then get him (and his bike) over to treatment in an unmarked vehicle so he was able leave with dignity and no fuss. I think it is stories like this that highlight why our partnership is so valuable and important.

Staffing
We continue to post and fill open positions. Our strategy of not posting a specific schedule but rather waiting to see candidate's availability and adjust from there seems to be getting us stronger candidate pools.

Building Reports
July 2024

Jeannette Burkhardt
Patron Services Supervisor

Buffalo
The carpeting project is moving forward. The tentative date to start is Monday, September 23, with hopes to be completed within the week. The contractor has penciled in the following week of September 30 as well, in case more time is needed.

The old county building has been sold to a developer. The developer has completed projects in Monticello and Elk River. Plans are to turn this property into housing. The City of Buffalo will be re-routing County Road 35 to connect with Hwy 25 at the intersection of 2nd St instead of the light by the library. This means the road will end just past the library's parking lot entrance on the west side of the building.

Howard Lake
The library was open to the public for viewing on Saturday, June 22, during the Good Neighbor Days city celebration. I attended the event with LSC Nicole Wilson. Roughly, 100 people came to the building for a first look during the three hours the building was open. BKV Group, the Friends of the Howard Lake Library, and Central MN Council on Aging were also present.

The shelving installers will be in the building installing shelves the week of July 29. The current plan is to close the old building on Monday, August 5, to pack and move the collection and equipment to the new location during the week.

Monticello
Monticello LSC Marla Scherber, Associate Director – Collection Development Jami Trenam, and I met Tuesday, July 9, with the Monticello library board city liaison and public works supervisor to discuss the upcoming carpeting project.

Brandi Canter
Lead Patron Services Supervisor

Paynesville
In May, the Friends of the Library hosted an open house at the library to display the ad hoc board's favorite building designs by North Dakota State University students. There was a nice turnout and a follow up article in the *Paynesville Press* (5/29/2024). On Tuesday, June 25, LSC Kateri Gruber and I attended a special joint city council and ad hoc library board meeting. Discussion centered on potential sites for the new library. Three options were identified for further investigation. A follow up meeting is scheduled for August 26.

Cara Langston
Patron Services Supervisor

<u>Albany</u>
Although the library reopened May 3, the city continues to clean and repair the city building after the April fire. New smoke detectors have been added to the library portion of the building as well.

<u>Little Falls</u>
The city continued repairing city equipment damaged by the May electrical storm. The handicap door opener, elevator, and security system are all operational again. Bats continue to infiltrate the library. Six were found in the building in June.

<u>Long Prairie</u>
The city contracted ServiceMaster to deep clean library carpets last month.

<u>Pierz</u>
Water from the air conditioner damaged the floor of the utility closet and staff storage room. Replacing a missing part fixed the issue. The city cleaned the carpet and brought in fans. The carpeting is now dry, but may need to be replaced later.

<u>Sauk Centre</u>
A radiator in the children's area leaked, spilling water on the ground across several aisles on June 26. The city brought in industrial fans, and everything feels dry. The radiator will need repair before winter.

<u>Swanville</u>
In the past, the Swanville building has had water intrusion in the basement. With increased rainfall this spring, it seems to have stayed dry.

<u>Upsala</u>
Water intrusion behind the circulation desk continues to be a problem. The building is slowly drying, and a bookcase made of fiberboard still feels damp. Staff are running a fan and a dehumidifier to control the dampness in the library. Both the library and its neighboring building will be getting new gutters to see if that solves the problem. In addition, the library foundation seems to be crumbly. The small space between the library and neighboring building makes this difficult to access.

GRRL 2022-2025 Strategic Plan Objectives and Key Results
Total Borrowers by Library – Q2 2024

Library	1/1/2024	7/1/2024	Total change YTD
Albany	2,335	2,342	7
Annandale	2,188	2,245	57
Becker	2,482	2,524	42
Belgrade	422	421	(1)
Big Lake	2,888	3,012	124
Buffalo	5,799	5,997	198
Clearwater	963	1,013	50
Cokato	1,402	1,441	39
Cold Spring	2,152	2,217	65
Delano	2,915	3,003	88
Eagle Bend	437	447	10
Elk River	9,989	10,495	506
Foley	1,561	1,609	48
Grey Eagle	332	328	(4)
Howard Lake	973	973	-
Kimball	870	845	(25)
Little Falls	4,268	4,375	107
Long Prairie	1,440	1,471	31
Melrose	1,216	1,285	69
Monticello	5,188	5,358	170
Paynesville	1,288	1,365	77
Pierz	1,231	1,286	55
Richmond	638	689	51
Rockford	1,286	1,347	61
Royalton	1,114	1,150	36
Saint Cloud	22,754	23,473	719
Saint Michael	9,376	9,757	381
Sartell Locker	652	729	77
Sauk Centre	1,635	1,688	53
Staples	1,765	1,778	13
Swanville	385	374	(11)
Upsala	463	478	15
Waite Park	2,639	2,696	57
Region Total	**95,046**	**98,211**	**3,165**

GRRL 2022-2025 Strategic Plan Objectives and Key Results
New Borrowers by Library – Q2 2024

Library	2024 YTD Q2 new borrowers	2023 YTD Q2 new borrowers	2022 YTD Q2 new borrowers	2021 YTD Q2 new borrowers	2020 YTD Q2 new borrowers
Albany	178	275	237	144	54
Annandale	229	217	253	153	59
Becker	308	301	307	253	101
Belgrade	40	66	35	17	20
Big Lake	358	323	390	217	133
Buffalo	626	564	495	389	260
Clearwater	102	85	66	44	43
Cokato	137	131	135	90	70
Cold Spring	241	210	279	144	69
Delano	322	289	239	196	125
Eagle Bend	42	41	41	29	31
Elk River	1,286	1,177	1,004	757	517
Foley	193	288	134	84	53
Grey Eagle	18	23	27	22	10
Howard Lake	93	75	136	67	33
Kimball	73	96	83	101	14
Little Falls	477	482	502	341	127
Long Prairie	126	148	136	100	42
Melrose	150	209	71	67	35
Monticello	558	563	502	288	240
Paynesville	141	194	101	78	40
Pierz	123	126	170	63	25
Richmond	72	79	82	25	22
Rockford	141	149	104	85	44
Royalton	119	119	131	36	36
Saint Cloud	2,484	2,352	2,232	1,313	1,288
Saint Michael	1,119	1,112	988	769	335
Sartell	152	151	88	65	58
Sauk Centre	181	119	127	81	109
Staples	157	240	197	104	140
Swanville	23	17	41	30	8
Upsala	39	35	35	13	75
Waite Park	247	208	188	113	68
Region Total	**10,555**	**10,464**	**9,556**	**6,278**	**4,284**

April 2024 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Apr 2024	Circ/Hour Apr 2023	CPH % Change	YTD 2024	YTD 2023	% Change YTD
+ Albany	6,164	851	36	36	0.6%	25,417	23,553	7.9%
Annandale	3,889	772	31	26	21.2%	11,662	11,880	-1.8%
+ Becker	4,939	866	34	31	9.9%	18,933	16,445	15.1%
+ Belgrade	738	186	8	10	-22.2%	2,945	2,725	8.1%
+ Big Lake	5,025	881	35	35	-0.1%	19,032	18,903	0.7%
+ Buffalo	14,501	2,551	68	67	2.7%	56,598	53,178	6.4%
+ Clearwater	2,452	474	22	20	9.2%	9,659	8,530	13.2%
Cokato	3,372	568	25	24	2.3%	12,882	13,975	-7.8%
Cold Spring	5,141	865	32	40	-19.8%	19,751	22,793	-13.3%
Delano	6,575	1,096	34	38	-9.6%	26,745	28,735	-6.9%
Eagle Bend	1,542	276	15	14	3.4%	5,447	6,044	-9.9%
+ Elk River	16,960	2,888	81	81	-0.7%	68,317	66,975	2.0%
Foley	4,256	693	27	24	10.9%	15,362	15,777	-2.6%
Grey Eagle	547	158	6	8	-27.4%	2,379	2,975	-20.0%
Howard Lake	2,100	397	16	15	2.1%	7,636	8,634	-11.6%
Kimball	1,515	329	15	19	-19.1%	6,333	6,498	-2.5%
Little Falls	6,184	1,400	32	38	-16.0%	26,306	28,747	-8.5%
Long Prairie	3,274	707	20	21	-5.2%	12,325	13,976	-11.8%
Melrose	10,041	719	84	97	-12.7%	36,892	39,623	-6.9%
Monticello	10,251	1,834	55	61	-11.3%	41,980	44,650	-6.0%
Paynesville	1,716	416	12	14	-15.0%	6,835	7,598	-10.0%
Pierz	1,644	412	14	17	-17.7%	6,666	8,268	-19.4%
Richmond	1,146	245	11	13	-10.4%	4,590	4,782	-4.0%
Rockford	2,557	472	18	22	-21.2%	10,851	12,421	-12.6%
+ Royalton	1,526	292	16	15	9.6%	6,016	5,793	3.8%
Saint Cloud	40,451	6,984	157	170	-7.6%	156,787	165,251	-5.1%
+ Saint Michael	18,047	2,973	86	89	-2.9%	68,465	67,690	1.1%
+ Sauk Centre	5,445	830	35	39	-9.8%	21,839	21,701	0.6%
+ Staples	4,477	798	27	24	15.4%	17,645	16,522	6.8%
+ Swanville	890	162	9	9	-2.1%	2,958	2,873	3.0%
Upsala	2,268	364	21	24	-13.5%	8,308	11,810	-29.7%
+ Waite Park	6,286	1,352	46	48	-5.8%	25,346	25,022	1.3%
Sartell Locker	32	0				2,230	3,992	-44.1%
Total	**195,951**	**33,811**	**43**	**40**	**6.4%**	**765,137**	**788,339**	**-2.9%**
Total OverDrive	38,791					153,508	122,223	25.6%

+ Indicates an increase in YTD circulation total over last year

May 2024 Circulation Statistics

	Location	Month Total	CKO Sessions	Circ/Hour May 2024	Circ/Hour May 2023	CPH % Change	YTD 2024	YTD 2023	% Change YTD
+	Albany	6,849	819	40	38	6.1%	32,266	30,087	7.2%
	Annandale	3,159	755	27	27	0.9%	14,821	15,171	-2.3%
+	Becker	4,142	768	29	29	0.3%	23,075	20,663	11.7%
	Belgrade	621	168	7	10	-32.2%	3,566	3,641	-2.1%
+	Big Lake	5,184	856	36	30	18.3%	24,216	23,284	4.0%
+	Buffalo	13,366	2,360	65	59	9.4%	69,964	65,749	6.4%
+	Clearwater	2,282	463	22	24	-10.6%	11,941	11,202	6.6%
	Cokato	3,446	617	25	26	-4.1%	16,328	17,542	-6.9%
	Cold Spring	4,998	898	30	36	-15.2%	24,749	28,580	-13.4%
	Delano	6,171	1,014	32	35	-8.5%	32,916	35,549	-7.4%
	Eagle Bend	1,314	220	14	15	-4.3%	6,761	7,536	-10.3%
+	Elk River	15,334	2,567	74	74	0.3%	83,651	82,414	1.5%
	Foley	4,194	716	27	26	1.1%	19,556	19,951	-2.0%
	Grey Eagle	634	187	6	7	-9.4%	3,013	3,654	-17.5%
	Howard Lake	1,816	337	13	15	-7.5%	9,452	10,582	-10.7%
	Kimball	1,296	300	14	16	-17.3%	7,629	8,097	-5.8%
	Little Falls	6,705	1,463	34	35	-3.1%	33,011	35,664	-7.4%
	Long Prairie	2,676	585	17	17	-2.1%	15,001	16,795	-10.7%
	Melrose	9,014	689	78	88	-10.6%	45,906	49,967	-8.1%
	Monticello	9,913	1,783	53	54	-0.9%	51,893	54,764	-5.2%
	Paynesville	2,026	549	14	12	17.4%	8,861	9,323	-5.0%
	Pierz	1,886	453	15	14	5.1%	8,552	9,963	-14.2%
	Richmond	1,242	268	13	14	-6.9%	5,832	6,158	-5.3%
	Rockford	2,428	464	17	19	-11.5%	13,279	15,242	-12.9%
+	Royalton	1,287	315	12	15	-15.9%	7,303	7,235	0.9%
	Saint Cloud	37,770	6,601	148	152	-2.6%	194,557	204,476	-4.9%
+	Saint Michael	16,941	2,853	81	80	1.9%	85,406	84,162	1.5%
+	Sauk Centre	5,479	796	36	37	-1.1%	27,318	27,277	0.2%
+	Staples	4,046	728	25	24	7.1%	21,691	20,396	6.3%
	Swanville	501	132	5	7	-25.1%	3,459	3,584	-3.5%
	Upsala	2,225	307	21	21	-0.1%	10,533	14,121	-25.4%
+	Waite Park	6,142	1,354	44	45	-1.7%	31,488	31,092	1.3%
	Sartell Locker	750	197				2,980	5,034	-40.8%
	Total	**185,837**	**32,582**	**41**	**40**	**2.3%**	**950,974**	**978,955**	**-2.9%**
	Total								
+	OverDrive	35,602					189,110	153,072	23.5%

+ Indicates an increase in YTD circulation total over last year

June 2024 Circulation Statistics

	Location	Month Total	CKO Sessions	Circ/Hour June 2024	Circ/Hour June 2023	CPH % Change	YTD 2024	YTD 2023	% Change YTD
+	Albany	6,901	1,103	43	46	-5.6%	39,167	37,857	3.5%
+	Annandale	4,191	985	36	31	17.2%	19,012	18,841	0.9%
+	Becker	5,763	990	43	41	3.4%	28,838	26,528	8.7%
	Belgrade	689	155	8	10	-23.8%	4,255	4,585	-7.2%
+	Big Lake	5,713	1,001	44	38	13.5%	29,929	28,818	3.9%
+	Buffalo	15,050	2,649	77	72	7.2%	85,014	80,288	5.9%
+	Clearwater	2,883	557	28	27	4.5%	14,824	14,041	5.6%
	Cokato	4,556	795	36	36	0.2%	20,884	22,486	-7.1%
	Cold Spring	6,015	1,077	40	42	-5.0%	30,764	35,417	-13.1%
	Delano	8,995	1,461	50	46	8.1%	41,911	44,476	-5.8%
	Eagle Bend	1,549	272	16	15	10.3%	8,310	8,985	-7.5%
+	Elk River	20,046	3,432	102	95	7.2%	103,697	102,054	1.6%
	Foley	4,884	727	33	31	7.4%	24,440	24,716	-1.1%
	Grey Eagle	726	208	8	8	-2.4%	3,739	4,437	-15.7%
	Howard Lake	2,028	428	16	19	-15.9%	11,480	13,145	-12.7%
	Kimball	1,804	416	19	20	-6.9%	9,433	10,095	-6.6%
	Little Falls	6,952	1,516	38	41	-8.7%	39,963	43,778	-8.7%
	Long Prairie	2,621	603	17	21	-17.7%	17,622	20,148	-12.5%
	Melrose	9,780	809	88	101	-12.7%	55,686	61,675	-9.7%
	Monticello	12,144	2,104	69	72	-4.1%	64,037	68,223	-6.1%
	Paynesville	2,395	543	18	18	0.8%	11,256	11,877	-5.2%
	Pierz	2,158	527	19	19	-1.8%	10,710	12,343	-13.2%
	Richmond	1,691	368	18	17	2.6%	7,523	7,858	-4.3%
	Rockford	3,187	575	24	25	-6.3%	16,466	18,796	-12.4%
	Royalton	1,307	291	14	18	-25.4%	8,610	9,117	-5.6%
	Saint Cloud	43,936	7,441	181	183	-0.9%	238,493	251,016	-5.0%
+	Saint Michael	22,765	3,927	116	110	5.0%	108,171	106,610	1.5%
	Sauk Centre	5,757	920	40	42	-5.0%	33,075	33,758	-2.0%
+	Staples	4,234	807	28	30	-6.0%	25,925	25,140	3.1%
	Swanville	497	140	5	8	-30.4%	3,956	4,329	-8.6%
	Upsala	2,546	354	25	25	-2.2%	13,079	16,800	-22.1%
	Waite Park	6,664	1,454	51	52	-1.7%	38,152	38,437	-0.7%
	Sartell Locker	819	173				3,799	5,970	-36.4%
	Total	**221,246**	**38,808**	**49**	**49**	**-0.1%**	**1,172,220**	**1,212,644**	**-3.3%**
+	Total OverDrive	37,361					226,471	184,795	22.6%

+ Indicates an increase in YTD circulation total over last year

Great River Regional Library			April	May	June	Q2 Cumulative

Expand the eBook, eAudiobook and database collection.	Owner	Baseline Q2/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Digital Library circulation increases	Collection Development	93,317	38,791	35,602	37,361	111,754
Active Digital Library users increase	Collection Development	23,644	9,826	12,921	11,338	34,085

Enhance the physical collection of library materials	Owner	Baseline Q2/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Key metric - Circulation/Open Hour by library increases	Collection Development	45	43	41	49	44

Eliminate late fees on all library materials to remove a major barrier to access.	Owner	Baseline Q2/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Key metric - New resident borrowers by regional increase	Leadership Support Team	6,242	1,690	1,677	2,353	5,720
Key metric - Total current resident borrowers by regional increase	Leadership Support Team	88,422	94,629	95,029	95,194	95,194
Key metric - Items/checkout session by library increase	Leadership Support Team	6.06	5.80	5.70	5.68	5.71
Key metric - Circulation - physical materials	Leadership Support Team	624,155	197,890	187,155	222,497	607,542
Key metric - $ collected - Miscellaneous receipts	Accounting	$29,019	$9,839	$10,513	$10,183	$30,535

Increase targeted advertising to reach a wider audience.	Owner	Baseline 6/30/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Regularly post on social media to followers about collections and services	Communications & Development	NA	posts on Autism Awareness Month books, National Car Care Month (featuring Chilton), hoopla BingePass, Anime Day on hoopla, remembering Faith Ringgold	posts on Monty Don in hoopla, Minnesota Author Project, reading challenge for Year in Reading, remembering Alice Munro, Summer Reading Challenge coming up	posts on Pride Month biographies, BookTok book picks, library card design contest, books about Juneteenth, books like "The Women," library card design contest	
Number of e-newsletter subscribers	Communications & Development	4,027	4,541	4,549	4,523	
E-newsletter open rate	Communications & Development	41.75%	47.75%	16.22%	36.25%	

Increase the information about diversity, equity and inclusion efforts with the GRRL Board.	Owner		Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Information on DEI initiative shared at GRRL Board meeting quarterly	Executive Director	NA		Youth Council presentation to GRRL Board		

Build GRRL's culture of philanthropy.	Owner	Baseline 2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Board giving rate	Communications & Development	26%				26%
Staff giving rate	Communications & Development	11%				11%

Increase donor support of the library.	Owner	Baseline Q2/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Donors retention rate	Communications & Development	57%	60%	61%	62%	62%
Donors acquired	Communications & Development	53	52	4	3	59
Fund Development Plan progress	Communications & Development	NA	Summer Reading Challenge sponsorships acquired	Held donor appreciation lunch and bingo event	Sought out further online giving options and added GiveMN page	

Increase training to support access and awareness.	Owner	Baseline Q2/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Patron Service Power Up attendees	Human Resources	23	0	0	0	0
Organizational Orientation attendees	Human Resources	0	0	24	0	24
Regional Staff Meeting attendees	Human Resources	0	0	0	0	0
Merchandising training attendees	Human Resources	3	0	0	0	0
Summer Reading Program Resource Fair attendees	Human Resources	0	0	0	0	0
Homeless Library Academy attendees	Human Resources	43	12	28	40	80

Maximize library financial investment options.	Owner	Baseline Q2/2023	Status 4/30/2024	Status 5/31/2024	Status 6/30/2024	Q2 2024 - Cumulative
Number of accounts with new financial institutions established	Accounting	Q2 Ending # of CD = 24	23	24	24	Q2 Ending # of CD = 24
Key metric -Overall CD Portfolio rate of return	Accounting	Q2 Average = 4.53%	5.23%	5.23%	5.23%	Q2 Average = 5.23%

Staff Recognition Report
2024 - Quarter 3
July 1 - September 30

First Name	Last Name	Department	Supervisior	Celebebration Date	YOS
Ashley	Johnson	Grrl - Distribution	Backen, Rosanna	7/24/2024	1
Ibett	Gomez	Elk River	Barry, Margot	7/25/2024	1
Brianna	Huss	St. Cloud - Circulation	Blotkamp, Eric	7/28/2024	1
Keegan	Agyekum	Elk River	Barry, Margot	8/7/2024	1
Finn	Pekuri	Delano/Rockford	Jeannette Burkhardt	8/28/2024	1
Diana	Gronau	St. Cloud - Circulation	Backen, Rosanna	9/18/2024	1
Sara	Popma	Grrl - Collection Development	Trenam, Jami	9/19/2024	1
Madelyn	Klaphake	Sauk Centre/Upsala	George, Marisa	9/26/2024	1
Gwen	Hanvy	Sauk Centre/Upsala	George, Marisa	7/26/2024	3
Jan	Tweed	Coldspring/Richmond	Kirchoff, Jason	9/8/2024	3
Cyndi	Noble	Grey Eagle/Long Prairie	Wehrspann, Amanda	9/23/2024	5
Jonathan	Lahr	Grrl - Information Technology	Roos, Jayme	9/23/2024	5
Nancy	Wind	St. Cloud - Circulation	Blotkamp, Eric	9/15/2024	10
Ariel	Kirst	Grrl - Patron Services	Vig, Neil	9/15/2024	10
Janet	Katterhagen	Grey Eagle/Long Prairie	Wehrspann, Amanda	9/9/2024	20
Beth	Ringsmuth Stolpman	Grrl - Patron Services	Pundsack, Karen	9/22/2024	20
Jay	Roos	Grrl - Information Technology	Pundsack, Karen	9/6/2024	25
Sharon	Jensen	Grrl - Collection Development	Trenam, Jami	7/16/2024	45

Promotion Report
2024 - Quarters 1 and 2
January - June

Last Name	First Name	Hire Date	Job Title	Department	Supervisor	Promotion Efffective Date	Previous Job Title	Previous Department
Mahowald	Lindsay	10/30/2023	Library Assistant	St Michael	Nancy Bunting	2/19/2024	Library Assistant Sub	St Michael
Hugo	Sommer	9/11/2023	Sr Library Assistant	St Michael	Nancy Bunting	2/19/2024	Library Assistant Sub	Delano/Rockford
Wuolu	Lori	5/11/2015	Technical Services Librarian	St Cloud - Tech Services	Chris Getz	3/18/2024	Tech Services Assistant	St Cloud - Tech Services

New Hire Report
2024 - Quarters 1 and 2
January - June

Last Name	First Name	Hire Date	Job Title	Department	Supervisor
Smith	Matthew	01/08/2024	Technical Services Clerk	Technical Services	Lorie Wuolu
Rasmussen	Brian	01/08/2024	Driver	Distribution	Rosanna Backen
Bardos	Robert	01/08/2024	Custodian	Custodial	Neil Vig
Witucki	Deb	01/23/2024	Library Assistant	Little Falls/Swanville	Cindy Bruggenthies
Lentner	Aerith	02/20/2024	Library Associate	St Cloud - Patron Services	Chris Mallo
Ophoven	Kathleen	04/16/2024	Library Associate	St Cloud - Patron Services	Chris Mallo
Smith	Lisa	04/15/2024	Library Assistant	Little Falls/Swanville	Jade Lauber
Hillmann	Mollie	04/15/2024	Library Assistant	Albany/Melrose	John Hannon
Thorstad	Audrey	04/17/2024	Library Assistant	Monticello	Marla Scherber
Wilder	Camille	04/29/2024	Library Aide	St Michael	Sommer Hougo
Hensel	Noelle	05/15/2024	Library Assistant (Floating)	Royalton	Cara Langston
Hannon	Annabelle	05/29/2024	Summer Library Aide	St Cloud - Patron Services	Connie Laing
Edgar	Lily (Frankie)	05/28/2024	Summer Library Aide	St Michael	Sommer Hougo
Krone	Dagny	05/28/2024	Summer Library Aide	Annandale/Kimball	Carla Asfeld
Puklich	Lisa	06/11/2024	Library Services Coordinator	Rockford	Jeannette Burkhardt
Reinke	Erica	06/24/2024	Library Assistant	Belgrade/Paynesville	Kateri Gruber
McCormack	Amanda	06/24/2024	Library Assistant	Annandale/Kimball	Carla Asfeld
Mundell	Jalyssa	06/26/2024	Library Assistant	Albany/Melrose	John Hannon

Rehires

Last Name	First Name	Rehire Date	Rehire Positon and Location	Terminated Position and Location	Termination Date
McGarvey	Grayce	04/29/2024	Library Assistant (Floating Sub)	Library Assistant - St Michael	12/19/2023
Parker	Se-Ri	05/29/2024	Summer Library Aide - St Cloud	Summer Library Aide - St Cloud	8/10/2023
Rittmann	Natalie	05/29/2024	Summer Library Aide - St Cloud	Summer Library Aide - St Cloud	8/10/2023
Hamblet	Abby	05/31/2024	Summer Library Aide - Delano	Library Aide - Delano/Rockford	8/23/2023

Termination Report
2024 - Quarters 1 and 2
January - June

Last Name	First Name	Term Date	Job Title	Department	Supervisor	Hire Date	Years of Service
Yurczyk	Maria	01/04/2024	Library Assistant	Albany/Melrose	John Hannon	04/03/2023	9 months
Kupari	Deborah	01/06/2024	Library Aide	St Michael	Nancy Bunting	11/28/2023	1 month
Ellingson	Jean	01/18/2024	Library Assistant	St Michael	Nancy Bunting	02/08/2021	2 years, 11 months
Muggli	Stephanie	01/22/2024	Library Assistant	Little Falls/Swanville	Cindy Bruggenthies	02/24/2014	9 years, 10 months
White	Kassidy	02/02/2024	Circulation Aide	St Cloud - Circulation	Eric Blotkamp	05/16/2023	8 months
Dickoff	Kayla	02/07/2024	Library Assistant	Belgrade/Paynesville	Kateri Gruber	06/18/2018	5 years, 7 months
Witucki	Debra	03/01/2024	Library Assistant	Little Falls/Swanville	Cindy Bruggenthies	03/01/2024	1 month
Kutter	Mariah	03/07/2024	Library Assistant	Buffalo	Katie Teesdale	03/07/2024	2 years, 6 months
Burton	Kimberly	03/26/2024	Library Assistant	St Michael	Nancy Bunting	10/30/2023	4 months
Christen Czech	Mary	04/19/2024	Library Assistant	Albany/Melrose	John Hannon	07/11/2022	1 year, 9 months
Kucera	Symone	04/30/2024	Library Aide	Delano/Rockford	Theresa Jacobs	04/30/2024	7 months
Rud	Patricia	05/09/2024	Sr Library Aide	Cokato/Howard Lake	Nicole Wilson	06/22/2015	8 years, 10 months
Carlson	Sarah	05/10/2024	Library Assistant	Becker/Big Lake	Hilary Dawson	10/29/2021	2 years, 6 months
Jacobs	Theresa	05/31/2024	Library Services Coordinator	Delano/Rockford	Jeannette Burkhardt	09/18/2008	15 years, 8 months
Davis	Kim	06/04/2024	Library Aide	Delano/Rockford	Theresa Jacobs	10/05/2021	2 years, 7 months
Pederson	Shelbe	06/28/2024	Collection Development Clerk	St Cloud - Collection Development	Amy Schrank	05/16/2011	13 years, 1 month

Retirements

Last Name	First Name	Department	Supervisor	Retirement Date	Years of Service
Dickinson	Jennifer	Becker/Big Lake	Hilary Dawson	02/22/2024	15 years, 1 month
Stenseth	Nan	Annandale/Kimball	Carla Asfeld	03/09/2024	15 years, 1 month
Disher	Deborah	Grey Eagle/Long Prairie	Amanda Wehrspann	03/30/2024	5 years, 10 months
Gruber	Irene	Albany/Melrose	John Hannon	04/26/2024	23 years, 3 months
Folkerds	Deanna	Buffalo	Katie Teesdale	05/15/2024	10 years, 2 months
Lanz	Corrine	Waite Park	Amanda Jones	05/22/2024	15 years, 3 months
Bruggenthies	Cindy	Little Falls/swanville	Cara Langston	06/05/2024	28 years, 10 months

Exit Interview Summary

January - June 2024

Area of Questions	Summary of Responses
What did you enjoy most about your position?	Being able to do my job surrounded by people who were always friendly and ready to help Helping patrons find what they want Customer Service The people I work with Working with patrons both with selecting materials and helping with technology questions. Co-Workers & Patrons Being around books Helping patrons and becoming personally acquainted with them, especially the children. The staff, patrons, environment of the library and creating quarterly programs The flexibility, people and the mission/values of the library Presenting adult programs Working for my supervisor, my co-workers and in a library Working with patrons and staff, helping people, working on projects making things better at my branch The best part of every position has been my co-workers
What would have changed about the position?	The pay rate Move the library closer to Buffalo where I live Nothing I would have liked more training done in a private setting. Lots of information to process N/A More training time, less time spent alone - especially when understaffed, full time hours for those who want/need them There is nothing I would have changed Add an extra 15 minutes of extra closed time to Saturday to allow staff to get the mail More cross-training with weekly and monthly tasks Pay increase of incentives Somehow staff needs to be compensated more for programming. It's demoralizing to know what outside vendors get paid Increase wage or reduce responsibilities to reflect low hourly rate NA Better Pay
Supervisor	He was already to help and always understanding. He let me be independent while doing my job but he was also always available for any questions. I really appreciated having him as a supervisor She was a wonderful supervisor. Knowledgeable, supporting, good communication skills, hardworking, friendly & upbeat She's great

Area of Questions	Summary of Responses
	Very informative and understanding
	She is an awesome supervisor. She does an excellent job communicating with staff and making them feel valuable
	Approachable, empathetic & helpful. I liked & appreciated him
	She has been very helpful and welcoming
	Enjoyable to work with, great personality and wonderful technological skills. Also somewhat challenging because of scheduling and not consistent with publicity for events.
	She has been very involved, mindful and respectful in all aspects of supervising our library itself, our patrons and out staff overall. I have enjoyed her as my supervisor
	Both my supervisors were great
	She is a good liaison between HQ and her staff. We feel respected and heard.
	Loved having her as a supervisor. I have worked many jobs and had many supervisors - she was the best one that I have had
	My current supervisor was unhelpful. I have had other supervisors in the past who have been much more supportive and helpful. Because of that I know what a good supervisor looks like. I do feel that the whole atmosphere at GRRL has changed and that not everything was entirely my supervisors fault, but my loyalty after the organization is to my staff. I feel it is my job to help them grow, keep the stress off them as much as possible and help them to be the best staff they can be for our patrons and for Great River. I did not see any of that from my supervisor.
	My current supervisor is the best supervisor of this organization
Co-workers	Everyone was always ready to help and even if they didn't have an answer to my question they would help me find said answer. I really appreciated everyone in the work environment.
	I liked my coworkers very much and we worked well together
	Loved working with them
	They were all very nice
	My co-workers were great
	Awesome. I enjoyed working with them
	They have all been very friendly
	Really enjoyed working with them
	My co-workers have been the best team to work with
	Cooperative, friendly and easy to work with
	The is a great camaraderie amongst library staff and I've made many friends over the last 15 years
	My co-workers are exceptional
	I have amazing co-workers at my branch and have had others in the past at other branches. I have also worked with some great staff from St Cloud
	They are the best but they are tired of being paid peanuts and being ignored by the administration and board.
Benefits utilized	NA PERA, PTO PTO, PERA

Area of Questions	Summary of Responses
	PERA N/A PTO, PERA PTO PTO, STD, NCPERS, ESLB PTO, PERA PERA N/A N/A N/A N/A
Benefits to be offered	I believe all the benefits listed are adequate How about a free trip to a warm climate every winter N/A PTO for substitutes Full time hours for those who need them N/A Pro-rated health insurance for part-time people that work over a certain number of hours When a holiday falls on a Monday (or) any other weekday, those that are scheduled to work on those holidays should not have to take PTO or arrange FLEX time to get paid PTO for subs or holiday pay/incentives The benefits for part time staff is pretty good but it would be nice to really communicate the benefits of participating in the deferred compensation plan. It's a great companion to PERA and is making the time between retiring and reaching full social security retirement age manageable financially. For part-time employees, GRRL should continue offering PTO and personal days; however, we should NOT be required to make up the difference in the amount of hours we worked if our holiday pay doesn't cover These are good Full time. All the benefits
Wage Rates	As a part time job the wage rate was okay, but with the cost of living becoming so high I do think this wage rate could be higher Library aides should get paid a lot more. I was satisfied with my own pay Good Fine I feel the wage is pretty poor especially for aides and senior aides and for those coming to the job with education and experience. In today's economy, many fast food places have comparable wages. Good Wonderful Pay rate is okay, but should be higher Could be more competitive I feel the pay for assistants is fair Ridiculously low and actually insulting for everything we do. McDonald's pays higher

Area of Questions	Summary of Responses
	This used to be a well paying job when I first started. Now it is not very competitive. Branch assistants can make as much at Aldi's. My 30 year old uneducated son makes as much as I do after 29 years. Definitely not worth the stress For those who do the actual work - pitiful. The pay inequity gap is inexcusable
Training	Very thorough and adequate Satisfactory Good Improvement More staff meetings would be nice and less time doing online training Not enough time for training especially in smaller branches, a former co-worker printed off training materials and studied at home Good More training when a new technology is introduced. Standardized training for all employees At times, mandatory trainings were lengthy and had to be completed outside of Great! Always had my questions answered and loved the on-going training (homelessness, etc.) When I was training for this position it was mainly online. It seems like there is now more one on one and I like the checklists. Excellent - my supervisor was top notch! Our training opportunities have really decreased. There is so little on the TEP that is recent and relevant. N/A
Morale in department/branch	Wonderful! Everyone was always happy to help and I really enjoyed working with everyone. Excellent Good Good Great When short-staffed, which was most of my tenure, staff was often stressed Good Mostly very positive Morale at our branch was very good Good Since my current LSC started morale in the branch has improved dramatically Extremely low thanks to GRRL policies and upper management General good day to day but not optimistic for the future. Good within the branch but not so much when looking at the lack of support from St Cloud departments I'm not sure admin understands just how low morale is in GRRL. Employees feel like they are at war with admin. The administration has declared their own employees as combatants.
Work Hours	Adequate for me and there was always opportunities to get more hours.

Area of Questions	Summary of Responses
	Satisfactory
	Perfect
	Fine
	These were okay. Sometimes shifts are short for someone who has to travel to different locations
	The work hours were okay but staff often had to put in extra hours due to lack of subs
	Good
	Great
	Working hours have always worked for me
	N/A
	I would have liked more hours scheduled in my branch so I wouldn't have had to sub so much in other branches
	Fine
	I am full time. One of the benefits in the past was flexibility, but there is less and less flexibility now. The schedule is so rigid. It is a benefit that costs little but has still been taken away
	Pitiful
Working Conditions	I always felt safe
	Excellent
	Good
	Good
	Good
	Conditions could be stressful when working so many hours alone with no breaks if the library was busy. My supervisors never pressured us to work to keep the library open but upper management did.
	Good
	Very good
	Great environment and awesome coworkers
	Good
	I don't like working alone especially I the very small towns and I quit taking night hours unless I was working with someone. My branch's lack of a real breakroom is and has been one of the obvious negatives to working in my branch
	Fine
	Are mostly good but seem to change based not on local needs or safety but on regional inability to provide proper staffing both at the branch and at headquarters to support branch functions
	Continually cutting positions and hours is harmful to morale and dangerous to staff. The incompetence of administration and refusal to do anything about this contributes to revolving doors in the best case and physical and mental harm in the worst.
Reasons for leaving?	Different part-time job with higher pay and less hours
	Retirement
	Retirement
	I felt I was not able to do the work because of my eyesight and also more computer work than I expected.

Area of Questions	Summary of Responses
	Retirement - time to spend more time with family
	No longer able to do the job physically, especially shelving/retrieving books on lowest shelves.
	Too busy and not enough free time
	Retirement, health & workload
	Retirement
	Obtained fulltime employment somewhere else
	Retirement
	Co-worker leaving, poor wage, policy having to make up time off for holidays, policy requiring that we work before and after holiday to be paid for holiday, even if we have approved time off, GRRL does not seem to value its workers - especially library aides (we are non-essential), having to deposit money into PERA without having a choice, being called at home on my time off to discuss something that happened at the library when I was working (I asked to be called when I was at work and then I was), not replacing a library aide at the branch, not telling someone what they did wrong, family health issues
	Burnout
	Denied positions and pay I have earned. GRRL does not pay a living wage. When will this library be run by someone with a library background and who understand the place the Public Library has in the United States of America.

Responses Submitted	Number of Responses	Number of separations
Library Services Coordinator	1	2
Library Assistant	8	15
Library Aide/Circulation Aide	3	5
Distribution Staff		
Patron Services/Circulation Public Service		
Administration/Office Support		
Library Support Staff	1	1
Substitute Staff	1	

Please Note:

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

1. GRRL does not require the completion of an Exit Interview form by staff leaving the organization

2. Responses are often received after an employee has left the organization, Therefore, some responses may be reported in this reporting period but the actual separation occurred prior to this reporting period OR some responses may not have been received as of the date this summary was prepared.

48

2025 Annual Budget Proposal

Great River Regional Library Board of Trustees

Great River Regional Library
2025 Annual Budget Proposal Summary

Operating Revenue Budget	2022 Actual	2023 Actual	2024 Budget	2025 Annual Budget Proposal Summary
Signatory Revenue	$ 7,141,483.00	$ 7,600,950.00	$ 7,484,115.00	$ 7,406,000.00
Non Signatory Revenue	2,709,618.70	2,813,180.19	2,684,261.00	3,089,544.00
Operating Revenue Total	$ 9,851,101.70	$ 10,414,130.19	$ 10,168,376.00	$ 10,495,544.00
Dollar Change		$ 563,028.49	$ (245,754.19)	$ 327,168.00
Percent Change		5.72%	-2.36%	3.22%

Operating Expenditure Budget				
Personnel	$ 7,394,430.67	$ 7,646,509.84	$ 8,152,040.00	$ 8,443,300.00
Services & Contracts	587,205.55	606,302.00	572,740.00	585,045.00
Commodities	71,185.34	81,178.59	73,700.00	73,700.00
Fleet Vehicles	69,184.18	67,183.73	68,500.00	73,100.00
Library Materials	961,370.00	967,370.00	971,370.00	976,000.00
Equipment	4,780.68	3,000.87	6,000.00	6,000.00
Contingency	288.35	337.46	400.00	400.00
Automation	312,068.26	362,051.74	323,626.00	338,000.00
Operating Expenditure Total	$ 9,400,513.03	$ 9,733,934.23	$ 10,168,376.00	$ 10,495,544.00
Dollar Change		$ 333,421.20	$ 434,441.77	$ 327,168.00
Percent Change		3.55%	4.46%	3.22%

Capital Revenue Budget				
Signatory Capital Revenue Total	$ 30,000.00	$ 30,000.00	$ 30,000.00	$ 35,000.00
Dollar Change		$ -	$ -	$ 5,000.00
Percent Change		0.00%	0.00%	16.67%

Capital Expenditure Budget				
Total Capital	$ 14,172.80	$ 79,504.19	$ 30,000.00	$ 35,000.00
Dollar Change				$ 5,000.00
Percent Change				16.67%

Revenue Budget	$	10,530,544.00
Expenditure Budget	$	10,530,544.00
Balanced	$	-

Great River Regional Library
2025 Annual Budget Proposal

Operating Revenue Budget	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
County					
Benton	524,116.00	555,284.00	537,890.00	(11,896.00)	$ 525,994 00
Morrison	489,542.00	525,918.00	517,025.00	(4,103.00)	$ 512,922 00
Sherburne	1,354,605.00	1,458,405.00	1,458,316.00	(30,604.00)	$ 1,427,712 00
Stearns	2,274,381.00	2,368,582.00	2,300,524.00	(51,100.00)	$ 2,249,424 00
Todd	333,969.00	356,739.00	348,368.00	(2,099.00)	$ 346,269 00
Wright	2,164,870.00	2,336,022.00	2,321,992.00	21,686.00	$ 2,343,678 00
Subtotal - Signatory	$ 7,141,483.00	$ 7,600,950.00	$ 7,484,115.00	$ (78,116.00)	$ 7,406,000.00
Dollar Change		$ 459,467.00	$ (116,835.00)		$ (78,115.00)
Percent Change		6.43%	-1.54%		-1.04%

Non-Signatory	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
FY State Aid - RLBSS	1,637,874.23	1,673,974.56	1,638,000.00	253,100.00	1,891,100 00
St. Cloud Reimbursement	81,088.94	49,668.18	85,000.00	7,000.00	92,000 00
City of Elk River	10,875.00	-	-	-	-
City of Sartell	18,500.00	18,500.00	20,000.00	500.00	20,500 00
Unassigned Fund Balance (2023 Surplus)	315,218.00	313,860.00	407,350.00	(18,350.00)	389,000 00
Unassigned Fund Balance (Cash Reserves)	401,080.00	230,000.00	200,711.00	33,033.00	233,744 00
Patron Receipts	105,268.29	114,749.75	105,000.00	5,000.00	110,000 00
Interest	96,508.74	383,975.85	200,000.00	125,000.00	325,000.00
ILL Delivery	6,200.00	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
MnLink Gateway	9,315.00	-	-	-	-
Revenue Fund	20,690.50	15,251.85	15,000.00	-	15,000 00
Sub Total - Non Signatory	$ 2,709,618.70	$ 2,813,180.19	$ 2,684,261.00	$ 405,283.00	$ 3,089,544.00
Dollar Change		$ 103,561.49	$ (128,919.19)		$ 405,283.00
Percent Change		3.82%	-4.58%		15.10%

Operating Revenue Total	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
	$ 9,851,101.70	$ 10,414,130.19	$ 10,168,376.00	$ 327,167.00	$ 10,495,544.00
Dollar Change		$ 563,028.49	$ (245,754.19)		$ 327,168.00
Percent Change		5.72%	-2.36%		3.22%

Great River Regional Library
2025 Annual Budget Proposal

Capital Revenue Budget	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
County					
Benton	2,202.00	2,192.00	2,156.00	330.00	$ 2,486 00
Morrison	2,056.00	2,076.00	2,072.00	352.00	$ 2,424 00
Sherburne	5,690.00	5,756.00	5,846.00	901.00	$ 6,747 00
Stearns	9,554.00	9,348.00	9,222.00	1,409.00	$ 10,631 00
Todd	1,403.00	1,408.00	1,396.00	240.00	$ 1,637 00
Wright	9,094.00	9,219.00	9,308.00	1,768.00	$ 11,076 00
Capital Revenue Total	$ 30,000.00	$ 30,000.00	$ 30,000.00	$ 5,000.00	$ 35,000.00
	Dollar Change	$ -	$ -		$ 5,000.00
	Percent Change	0.00%	0.00%		16.67%

Operating & Capital Revenue Total	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
	$ 9,881,101.70	$ 10,444,130.19	$ 10,198,376.00	$ 332,166.00	$ 10,530,544.00
	Dollar Change $ 563,028.49	$ (245,754.19)			$ 332,168.00
	Percent Change 5.70%	-2.35%			3.26%

Great River Regional Library
2025 Annual Budget Proposal

Operating Expenditure Budget

4100 Personnel	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
Subtotal Personnel	$ 7,394,430.67	$ 7,646,509.84	$ 8,152,040.00	$ 291,260.00	$ 8,443,300 00
Total - Personnel	**$ 7,394,430.67**	**$ 7,646,509.84**	**$ 8,152,040.00**	**$ 291,260.00**	**$ 8,443,300.00**
			Dollar Change		$ 291,260.00
			Percent Change		3.57%

4200 Services and Contracts	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
210 Regional Board Meetings	6,552.71	5,885.83	6,800.00	-	6,800 00
211 Staff Development Services	18,541.43	21,377.39	24,500.00	-	24,500 00
213 All Staff Day Training	7,310.59	9,571.37	7,300.00	-	7,300 00
220 Library Memberships	3,683.50	2,987.95	5,000.00	(1,000.00)	4,000 00
235 Patron Contact Services	63,231.98	71,849.14	60,000.00	-	60,000 00
240 GRRL Building Maint./Lease	100,044.44	110,196.26	105,000.00	-	105,000 00
246 Insurance	90,144.00	40,439.00	40,150.00	3,100.00	43,250 00
248 Catalog Services	91,792.12	117,077.90	94,000.00	6,000.00	100,000 00
250 Audit	20,830.00	21,730.00	25,000.00	-	25,000 00
253 Public Licensing Services	4,587.00	4,587.00	4,590.00	230.00	4,820 00
260 Telephone Services	31,000.00	30,461.13	31,000.00	-	31,000 00
265 Delivery Services	2,057.61	2,004.24	2,200.00	75.00	2,275 00
271 Equipment Contracts & Repair	26,748.46	29,787.21	27,500.00	3,500.00	31,000 00
280 Communications & Marketing	29,797.83	32,158.78	31,000.00	-	31,000 00
288 Sales Tax	3,849.00	4,310.00	4,000.00	400.00	4,400 00
290 HRIS/Payroll Services	69,665.08	83,125.07	86,200.00	-	86,200 00
291 Legal Services	10,851.85	11,600.02	12,000.00	-	12,000 00
293 System Directors Fund	6,517.95	7,153.71	6,500.00	-	6,500 00
Total Services & Contracts	**$ 587,205.55**	**$ 606,302.00**	**$ 572,740.00**	**$ 12,305.00**	**$ 585,045.00**
			Dollar Change		$ 12,305.00
			Percent Change		2.15%

Operating Expenditure Budget

4300 Commodities	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
310 Supplies	58,588.03	64,887.45	59,700.00	-	59,700 00
330 Postage	12,597.31	16,291.14	14,000.00	-	14,000 00
Total Commodities	**$ 71,185.34**	**$ 81,178.59**	**$ 73,700.00**	**$ -**	**$ 73,700.00**
			Dollar Change		$ -
			Percent Change		0.00%

Great River Regional Library
2025 Annual Budget Proposal

4400 Fleet Vehicles	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
420 Fleet Vehicle Fuel	26,050.16	23,008.98	27,000.00	-	27,000 00
430 Fleet Vehicle Insurance	3,830.50	3,471.70	4,000.00	(400.00)	3,600 00
440 Fleet Repairs & Maint.	14,099.12	10,308.33	11,500.00	-	11,500 00
460 Mileage Reimbursements	25,204.40	30,394.72	26,000.00	5,000.00	31,000 00
Total Vehicle	$ 69,184.18	$ 67,183.73	$ 68,500.00	$ 4,600.00	$ 73,100.00
			Dollar Change		$ 4,600.00
			Percent Change		6.72%

4500 Library Materials	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
510 Print	538,664.62	519,638.86	560,000.00	(20,000.00)	540,000 00
520 Periodicals	52,969.92	51,773.66	52,000.00	-	52,000 00
540 Media	89,989.02	67,361.63	90,000.00	(20,000.00)	70,000 00
560 Electronic Services	279,746.44	328,595.85	269,370.00	44,630.00	314,000 00
Total Library Materials	$ 961,370.00	$ 967,370.00	$ 971,370.00	$ 4,630.00	$ 976,000.00
			Dollar Change		$ 4,630.00
			Percent Change		0.48%

Operating Expenditure Budget

4600 Equipment	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
610 Operating Equipment	4,278.92	1,169.86	4,500.00	-	4,500 00
630 Small Equipment	501.76	1,831.01	1,500.00	-	1,500 00
Total Equipment	$ 4,780.68	$ 3,000.87	$ 6,000.00	$ -	$ 6,000.00
			Dollar Change		$ -
			Percent Change		0.00%

4700 Contingency	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
910 Contingency	288.35	337.46	400.00	-	400 00
Total Contingency	$ 288.35	$ 337.46	$ 400.00	$ -	$ 400.00
			Dollar Change		$ -
			Percent Change		0.00%

Great River Regional Library
2025 Annual Budget Proposal

Operating Expenditure Budget

4800 Automation	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
932 Maintenance	208,351.68	190,824.32	167,376.00	2,624.00	170,000 00
933 Equipment	57,426.88	103,693.25	90,600.00	4,400.00	95,000 00
935 Professional Services	2,142.75	-	2,000.00	-	2,000 00
936 Software	44,146.95	67,534.17	63,650.00	7,350.00	71,000 00
Total Automation	**$ 312,068.26**	**$ 362,051.74**	**$ 323,626.00**	**$ 14,374.00**	**$ 338,000.00**
			Dollar Change		$ 14,374.00
			Percent Change		4.44%
Total Operating Expenditure Budget	**$ 9,400,513.03**	**$ 9,733,934.23**	**$ 10,168,376.00**	**$ 327,169.00**	**$ 10,495,544.00**
			Dollar Change		$ 327,168.00
			Percent Change		3.22%
			Revenue Budget		$ 10,495,544.00
			Expenditure Budget		$ 10,495,544.00
			Balanced		$ -

Capital Expenditure Budget

5000 Capital	2022 Actual	2023 Actual	2024 Budget	Incr/Decr 2025 to 2024	2025 Annual Budget Proposal
710 Automation	-	-	-	-	-
720 Branch Development	8,340.00	16,031.44	-	-	-
730 Equipment	5,832.80	-	-	-	-
740 Fleet Vehicle	-	63,472.75	30,000.00	5,000.00	35,000 00
Total Capital	**$ 14,172.80**	**$ 79,504.19**	**$ 30,000.00**	**$ 5,000.00**	**$ 35,000.00**
			Dollar Change		$ 5,000.00
			Percent Change		16.67%
Total Operating & Capital Expenditure Budget	**$ 9,414,685.83**	**$ 9,813,438.42**	**$ 10,198,376.00**	**$ 332,169.00**	**$ 10,530,544.00**
			Dollar Change		$ 332,168.00
			Percent Change		3.26%
			Revenue Budget		$ 10,530,544.00
			Balanced		$ -

Great River Regional Library
2025 Annual Budget Proposal
Signatory Share Factor Table

Formula:	1/3 Population	1/3 Registered Borrowers	1/3 Net Tax Capacity
	33%	33%	33%

Operating
$ 7,406,000

County	Population	% Population Share	$ Population Share	Registered Users	% Users Share	$ Users Share	Net Tax Capacity	% Net Tax Capacity Share	$ Net Tax Capacity Share	% Total Share	Budget Shares	Per Capita	Levy Rate as share of Tax Capacity
Benton	40,164	7.80%	$ 192,481	6,383	6.93%	$ 170,997	$ 54,638,773	6.58%	$ 162,517	7.10%	$ 525,994	$ 13.10	0.96%
Morrison	34,326	6.66%	164,503	7,139	7.75%	191,249	52,841,177	6.37%	157,170	6.93%	512,922	14.94	0.97%
Sherburne	102,275	19.85%	490,139	16,642	18 06%	445,829	165,326,000	19.92%	491,744	19.28%	1,427,712	13.96	0.86%
Stearns	162,016	31.45%	776,440	29,125	31.61%	780,240	232,902,671	28.06%	692,744	30.37%	2,249,424	13.88	0.97%
Todd	25,617	4.97%	122,766	3,853	4.18%	103,219	40,439,714	4.87%	120,284	4.68%	346,269	13.52	0.86%
Wright	150 727	29.26%	722,339	29 009	31.48%	777,133	283,825,037	34.20%	844,207	31.65%	2,343,678	15.55	0.83%
Total	515,125	100%	$ 2,468,667	92,151	100%	$ 2,468,667	$ 829,973,372	100.00%	$ 2,468,667	100%	$ 7,406,000	$ 14.38	0.89%
	2022			2023			2024						
Weight	33.33%			33.33%			33.33%						

Capital
$ 35,000

County	Population	% Population Share	$ Population Share	Registered Users	% Users Share	$ Users Share	Net Tax Capacity	% Net Tax Capacity Share	$ Net Tax Capacity Share	% Total Share	Budget Shares	Per Capita	Levy Rate as share of Tax Capacity
Benton	40,164	7.80%	$ 910	6,383	6.93%	$ 808	$ 54,638,773	6.58%	$ 768	7.10%	$ 2,486	$ 0.06	0.0045%
Morrison	34,326	6.66%	777	7,139	7.75%	904	52,841,177	6.37%	743	6.93%	2,424	0.07	0.0046%
Sherburne	102,275	19.85%	2,316	16,642	18 06%	2,107	165,326,000	19.92%	2,324	19.28%	6,747	0.07	0.0041%
Stearns	162,016	31.45%	3,669	29,125	31.61%	3,687	232,902,671	28.06%	3,274	30.37%	10,631	0.07	0.0046%
Todd	25,617	4.97%	580	3,853	4.18%	488	40,439,714	4.87%	568	4.68%	1,636	0.06	0.0040%
Wright	150 727	29.26%	3,414	29 009	31.48%	3,673	283,825,037	34.20%	3,990	31.65%	11,076	0.07	0.0039%
Total	515,125	100%	$ 11,667	92,151	100%	$ 11,667	$ 829,973,372	100%	$ 11,667	100%	$ 35,000	$ 0.07	0.0042%

County	2025 Operating	2025 Capital	2025 Total	County	2024 Operating	2024 Capital	2024 Total	County	Operating Change	Capital Change	Total Change	Total % Change
Benton	$ 525,994	$ 2,486	$ 528,480	Benton	$ 537,890	$ 2,156	$ 540,046	Benton	$ (11,896)	$ 330	$ (11,567)	-2.142%
Morrison	512,922	2,424	515,346	Morrison	517,025	2,072	519,097	Morrison	(4,103)	352	(3,752)	-0.723%
Sherburne	1,427,712	6,747	1,434,459	Sherburne	1,458,316	5,846	1,464,162	Sherburne	(30,604)	901	(29,704)	-2.029%
Stearns	2,249,424	10,631	2,260,054	Stearns	2,300,524	9,222	2,309,746	Stearns	(51,100)	1,409	(49,692)	-2.151%
Todd	346,269	1,636	347,905	Todd	348,368	1,396	349,764	Todd	(2,099)	240	(1,859)	-0.531%
Wright	2,343,678	11,076	2,354,754	Wright	2,321,992	9,308	2,331,300	Wright	21,686	1,768	23,457	1.006%
Total	$ 7,406,000	$ 35,000	$ 7,441,000	Total	$ 7,484,115	$ 30,000	$ 7,514,115	Total	$ (78,115)	$ 5,000	$ (73,115)	-0.973%

2025 Unassigned Fund Balance Spending and Recovery Plan

Submitted by Karen Pundsack, Executive Director

Amy Anderson, Associate Director Accounting

BOARD ACTION REQUESTED

☐ Information   ☐ Discussion   ☒ Action Requested

RECOMMENDATION

Approve spending and recovery plan for use of unassigned funds in the 2025 GRRL Budget.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- 2025 Unassigned Fund Balance Spending and Recovery Plan

Per GRRL Policy 300 Financial Chapter 19. Fund Balance – An unassigned fund balance in excess of three (3) months of the current operating budget may be transferred to the revenue budget when a spending and recovery plan are approved by the GRRL Board of Trustees at the time the budget is approved or amended.

The 2025 Budget proposal includes the use of $115,244 in unassigned funds. This amount will be absorbed into the current spend down plan. The new plan will reach $0 by 2030. The new plan will result in $315,287 of unassigned funds to support the GRRL Operating Budget during that time.

Combining the 2022, 2024, and 2025 spenddown plans creates efficiency for record keeping.

FINANCIAL IMPLICATIONS

Estimated Cost: $ 315,287   Funding Source: Unassigned Fund Balance
Budgeted: ☐ Yes   ☒ No   ☐ N/A

ACTION

☐ Passed   ☐ Failed   ☐ Tabled

2025 Unassigned Fund Balance Spending and Recovery Plan

Unassigned Fund Balance on 12/31/2023 - 4.82 months in reserve

Adjusted Unassigned Fund Balance as of January 1, 2024	$4,085,467
3-Months of Reserves in the Unassigned Fund Balance (Required)	$2,542,095
Amount in excess of 3-months's reserves as of December 31, 2023	**$1,543,372**

Budget Year	2022 Revenue	2023 Revenue	2024 Revenue	2025 Revenue	2026 Revenue	2027 Revenue	2028 Revenue	2029 Revenue	2030 Revenue	Total Reserves Use
2022	*$ 315,218*	*$ 230,000*	*$ 160,000*	$ 90,000	$ 45,000	$ -				$ 840,218
2024			*$ 40,711*	$ 28,500	$ 14,250	$ 7,125	$ -			$ 90,586
2025				$ 115,244	$ 80,671	$ 56,470	$ 39,529	$ 23,374	$ -	$ 315,287
Unassigned Funds in the Revenue Budget	*$ 315,218*	*$ 230,000*	*$ 200,711*	$ 233,744	$ 139,921	$ 63,595	$ 39,529	$ 23,374	$ -	$ 1,246,091

Note: Funds in italics are those already incorporated into the budget.

Policy Review and Revisions

Submitted by Karen Pundsack, Executive Director
Jay Roos, Associate Director Information Technology

BOARD ACTION REQUESTED

☐ Information   ☐ Discussion   ☒ Action Requested

RECOMMENDATION

Review Data Practices Policies and Technology Policies and approve policy revisions.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- GRRL Data Practices Policies
- GRRL Technology Policies

Based on GRRL Board discussion in 2023, we are putting all policies on a three-year review cycle. Proposed revisions to the Data Practices policies are based on model policies from the Minnesota Department of Administration Data Practices Office. Updates to the Technology policies are to simplify the language and align with current practices.

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed   ☐ Failed   ☐ Tabled

100 Administration Policies

Chapter 5. Data Practices

5A. Data Practices Policy ~~F~~for Data Subjects

What is a "Data Subject"?

When government has information recorded in any form (paper, hard drive, voicemail, video, email, etc.), that information is called "government data" under the Government Data Practices Act (Minnesota Statutes, Chapter 13). When we can identify you in government data, you are the "data subject" of that data. The Data Practices Act gives you, as a data subject, certain rights. This policy explains your rights as a data subject, and tells you how to request data about you, your minor child, or someone for whom you are the legal guardian.

When GRRL Has Data about You

The Government Data Practices Act (Minnesota Statutes, Chapter 13) says that data subjects have certain rights related to a government entity collecting, creating, and keeping government data about them. You are the subject of data when you can be identified from the data. Government data is a term that means all recorded information a government entity has, including paper, email, DVDs, photographs, etc.

~~Classification of Data about You~~

~~The Government Data Practices Act presumes that all government data are public unless a state or federal law says that the data are not public. Data about you are classified by state law as public, private, or confidential. See below for some examples.~~

Public Data

- The Data Practices Act presumes that all government data are public unless a state or federal law says that the data are not public. We must give public data to anyone who asks. It does not matter who is asking for the data or why the person wants the data. The following are examples of public data about you that we might have:~~**Public data:** GRRL must give public data to anyone who asks; it does not matter who is asking for the data or why.~~

~~The following is an example of public data about you:~~

   o   *the names of Minnesota government employees*

Private data

- ~~:~~We cannot give private data to the general public. We can share your private data with you, with someone who has your permission, with our government entity staff whose job requires or permits them to see the data, and with others as permitted by law or court order. The following are examples of private data about you that we might have:~~GRRL cannot give private data to the general public, but you have access when the data are about you. GRRL can share your private data with you, with someone who has your permission, with GRRL staff who need the data to do their work, and as permitted by law~~

~~or court order.~~

~~The following are examples of private data about you:~~

- o   *Social Security number of employees;*

- o   *Data that link a ~~L~~library patron's name with materials requested or borrowed by the patron or that link a patron's name with a specific subject about which the patron has requested information or materials, or data in applications for borrower cards, other than the name of the borrower.*

Confidential data

- ~~.~~ Confidential data have the most protection. Neither the public nor you can access confidential data even when the confidential data are about you. We can share confidential data about you with our government entity staff who have a work assignment to see the data, and to others as permitted by law or court order. The following is an example of confidential data about you: ~~Confidential data have the most protection. Neither the public nor you can get access even when the confidential data are about you. GRRL can share confidential data about you with GRRL staff who need the data to do their work and to others as permitted by law or court order. GRRL cannot give you access to confidential data.~~

~~The following is an example of confidential data about you:~~

- o   *the identity of the subject of an active criminal investigation*

Your Rights under the Government Data Practices Act

As a data subject, you have the following rights.

~~GRRL must keep all government data in a way that makes it easy for you to access data about you. Also, GRRL can collect and keep only those data about you that GRRL needs for administering and managing programs that are permitted by law. As a data subject, you have the following rights.~~

- **Access to Your Data**

You have the right to look at (inspect), free of charge, public and private data that GRRL keeps about you. You also have the right to get copies of public and private data about you. The Government Data Practices Act allows GRRL to charge for copies. You have the right to look at data, free of charge, before deciding to request copies.

Also, if you ask, GRRL will tell you whether GRRL keeps data about you and whether the data are public, private, or confidential.

Access to Data on Minor Children

As a parent, you have the right to look at and get copies of public and private data about your minor children (under the age of 18). As a legally appointed guardian, you have the right to look at and get copies of public and private data about an individual for whom you are appointed guardian.

Minors have the right to ask GRRL not to give data about them to their parent or guardian. If you are a minor, GRRL will tell you that you have this right. GRRL may ask you to put your request in writing and to

include the reasons that GRRL should deny your parents access to the data. GRRL will make the final decision about your request based on your best interests. ~~Note: Minors do not have this right if the data in question are educational data maintained by an educational agency or institution.~~

- **When GRRL Collects Data from You**

When GRRL asks you to provide data about yourself that are not public, GRRL must give you a notice. The notice is sometimes called a Tennessen warning. The notice controls what GRRL does with the data that GRRL collects from you. Usually, GRRL can use and release the data only in the ways described in the notice.

GRRL will ask for your written permission if GRRL needs to use or release private data about you in a different way, or if you ask GRRL to release the data to another person. This permission is called informed consent. If you want GRRL to release data to another person, you may use the consent form GRRL provides.

Protecting your Data

The Government Data Practices Act requires GRRL to protect your data. GRRL has established appropriate safeguards to ensure that your data are safe.

In the unfortunate event that GRRL determines a security breach has occurred and an unauthorized person has gained access to your data, GRRL will notify you as required by law.

- **When ~~y~~Your Data are Inaccurate and/or Incomplete**

You have the right to challenge the accuracy and/or completeness of public and private data about you. You also have the right to appeal GRRL's decision. If you are a minor, your parent or guardian has the right to challenge data about you.

How to Make a Request for Your Data

You can ask to look at (inspect) data at our offices, or ask for copies of data that we have about you, your minor child, or an individual for whom you have been appointed legal guardian. ~~To look at data, or request copies of data that GRRL keeps about you, your minor children, or an individual for whom you have been appointed legal guardian, make a written request.~~ Make your request for data to the appropriate individual listed in the Data Practices Contacts. You may make your request by mail, fax, or email, using the GRRL Data Request Form - Data Subjects.

If you choose not use to use the GRRL Data Request Form - Data Subjects, your request should include:

- Say that you are making a request as a data subject, for data about you (or your child, or person for whom you are the legal guardian), under the Government Data Practices Act (Minnesota Statutes, Chapter 13).
- Include whether you would like to inspect the data, have copies of the data, or both.
- Provide a clear description of the data you would like to inspect or have copied.
- Provide proof that you are the data subject or data subject's parent/legal guardian.

- ~~that you are making a request, under the Government Data Practices Act (Minnesota Statutes, Chapter 13), as a data subject, for data about you;~~

- ~~whether you would like to inspect the data, have copies of the data, or both;~~

- a clear description of the data you would like to inspect or have copied; and

- identifying information that proves you are the data subject, or data subject's parent/guardian.

GRRL requires proof of your identity before GRRL can respond to your request for data. If you are requesting data about your minor child, you must show proof that you are the minor's parent. If you are a guardian, you must show legal documentation of your guardianship. Please see the Standards for Verifying Identity. If you do not provide proof that you are the data subject, we cannot respond to your request.

How GRRL Responds to Youra Data Request

Upon receiving your request, GRRLwe will review it.

- We may ask you to clarify what data you are requesting.
- We will ask you to confirm your identity as the data subject.

Once you make your request, GRRL will work to process your request. If it is not clear what data you are requesting, GRRL will ask you for clarification.

- If GRRL does not have the data, GRRL will notify you in writing within 10 business days.

- If GRRL has the data, but the data are confidential or private data that are not about you, GRRL will notify you within 10 business days and identify the law that prevents us from providing the data.

- and state which specific law says you cannot access the data.

- If GRRL has the data, and the data are public or private data about you, GRRL will respond to your request within 10 business days, by doing one of the following:

    o Arrange a date, time, and place to inspect data in our office, ensuring you have a meaningful opportunity to inspect data within 10 business days of your request at no charge

    o Tell you how much the copies cost, and then provide you with copies of the data within 10 business days and upon payment of charges for the copies. You may choose to pick up your copies, or have us mail or email them to you. We will provide electronic copies (such as email or CD-ROM) upon request, if we keep the data in electronic format and we can reasonably make a copy.

    o arrange a date, time, and place to inspect data, for free, if your request is to look at the data, or

    o provide you with copies of the data within 10 business days. You may choose to pick up your copies, or GRRL will mail or fax them to you. GRRL will provide electronic copies (such as email or CD-ROM) upon request if GRRL keeps the data in electronic format.

For information about copy charges see Copy Costs – Data Subjects. GRRL also will arrange for you to prepay for the copies. If you do not make arrangements within 10 business days to inspect the data or pay for the copies, we will conclude that you no longer want the data and will consider your request closed.

After GRRL has provided you with access to data about you, GRRL does not have to show you the data again for 6 months unless there is a dispute or GRRL collects or creates new data about you.

If you do not understand some of the data (technical terminology, abbreviations, or acronyms), please let GRRL know. GRRL will give you an explanation if you ask.

The Government Data Practices Act does not require GRRL to create or collect new data in response to a data request if GRRL does not already have the data, or to provide data in a specific form or arrangement if GRRL does not keep the data in that form or arrangement. (For example, if the data you request are on paper only, GRRL is not required to create electronic documents to respond to your request.) If GRRL agrees to create data in response to your request, GRRL will work with you on the details of your request, including cost and response time.

In addition, GRRL is not required under the Government Data Practices Act to respond to questions that are not specific requests for data.

Approved Date: 03/17/15
~~Effective Date:~~
Revised Date: 07/16/24

Copy Costs - Data Subjects

Minnesota Statutes, section 13.04, subdivision 3 allows us to charge for copies. ~~GRRL charges members of the public for copies of government data. These charges are authorized under Minnesota Statutes, section 13.03, subdivision 3(c).~~

You must pay for the copies before GRRL will give them to you.

For 100 or Fewer Paper Copies – 25 cents per page

100 or fewer pages of black and white, letter or legal size paper copies cost 25¢ for a one-sided copy, or 50¢ for a two-sided copy.

Most Other Types of Copies – Actual cost

The charge for most other types of copies, when a charge is not set by statute or rule, is the actual cost of searching for and retrieving the data, and making the copies or electronically transmitting the data (e.g.. sending the data by email).

We will charge the actual cost of making copies for data about you. In determining the actual cost, we include the employee time to create and send the copies, the cost of the materials onto which we are copying the data (paper, CD, DVD, etc.), and mailing costs such as postage (if any).

If your request is for copies of data that we cannot copy ourselves, such as photographs, we will charge you the actual cost we must pay an outside vendor for the copies. ~~-~~

~~In determining the actual cost of making copies, GRRL factors in employee time, the cost of the materials onto which GRRL is copying the data (paper, CD, DVD, etc.), and mailing costs (if any). If your request is for copies of data that GRRL cannot reproduce itself, such as photographs, GRRL will charge you the actual cost GRRL must pay an outside vendor for the copies.~~

The cost of employee time to search for data, retrieve data, and make copies is $23~~2~~.3~~5~~8 per hour.

If, because of the subject matter of your request, GRRL finds it necessary for a higher-paid employee to search for and retrieve the data, GRRL will calculate the search and retrieval portion of the copy charge at the higher salary/wage.

Approved Date: 03/17/15
~~Effective Date:~~
Revised Date: 03/21/23, 07/16/24

Standards for Verifying Identity

The following constitute proof of identity.
- An **adult individual** must provide a valid photo ID, such as
    - a driver's license
    - a state-issued ID
    - a tribal ID
    - a military ID
    - a passport
    - the foreign equivalent of any of the above
- A **minor individual** must provide a valid ID, such as
    - a driver's license
    - a state-issued ID (including a school/student ID)
    - a tribal ID
    - a military ID
    - a passport
    - the foreign equivalent of any of the above
- The **parent or guardian of a minor** must provide a valid photo ID *and either*
    - a certified copy of the minor's birth certificate *or*
    - a certified copy of documents that establish the parent or guardian's relationship to the child, such as
        - a court order relating to divorce, separation, custody, foster care
        - a foster care contract
        - an affidavit of parentage
- The **legal guardian for an individual** must provide a valid photo ID *and* a certified copy of appropriate documentation of formal or informal appointment as guardian, such as
    - court order(s)
    - valid power of attorney

Note: Individuals who do not exercise their data practices rights in person must provide *either* notarized or certified copies of the documents that are required *or* an affidavit of ID.

5B. Data Practices Policy for Members of the Public

Your Right to ~~Access~~ See Public Data

The Government Data Practices Act (Minnesota Statutes, Chapter 13) presumes that all government data are public unless a state or federal law says the data are not public. Government data is a term that means all recorded information a government entity has, including paper, email, flash drives, CDs, DVDs, photographs, etc.

The law also says that Great River Regional Library (GRRL) must keep all government data in a way that makes it easy for you to access public data. You have the right to look at (inspect), free of charge, all public data that we keep. You also have the right to get copies of public data. The Data Practices Act

allows us to charge for copies. You have the right to look at data, free of charge, before deciding to request copies. ~~The Government Data Practices Act also provides that this government entity, the Great River Regional Library, (GRRL) must keep all government data in a way that makes it easy for you, as a member of the public, to access public data. You have the right to look at (inspect), free of charge, all public data that GRRL keeps. You also have the right to get copies of public data. The Government Data Practices Act allows GRRL to charge for copies. You have the right to look at public data, free of charge, before deciding to request copies.~~

~~How to Make a Data Request~~How to Request Public Data

You can ask to look at (inspect) data at our offices, or ask for copies of public data that we keep. ~~To look at data or request copies of data that GRRL keeps, make a written request.~~ Make your request for data to the appropriate individual listed in the Data Practices Contacts section of this policy. You may make your request for data by mail, fax, or email, using the [GRRL Data Request Form - Members of the Public](#).

If you choose not to use the GRRL Data Request Form - Members of the Public, your request should ~~include~~:

- Say that you are making a request for public data under the Government Data Practices Act (Minnesota Statutes, Chapter 13).
- Include whether you would like to inspect the data, have copies of the data, or both.
- Provide a clear description of the data you would like to inspect or have copied.

- You are not required to identify yourself or explain the reason for your data request. However, you may need to provide us with some personal information for practical reasons (for example: if you want us to mail copies to you, you need to provide us with an address or P.O. Box). If we do not understand your request and have no way to contact you, we cannot respond to your request. ~~that you, as a member of the public, are making a request for data under the Government Data Practices Act, Minnesota Statutes, Chapter 13;~~

- ~~whether you would like to look at the data, get copies of the data, or both; and~~

- ~~a clear description of the data you would like to inspect or have copied.~~

~~GRRL cannot require you, as a member of the public, to identify yourself or explain the reason for your data request. However, depending on how you want us to process your request (if, for example, you want GRRL to mail you copies of data), GRRL may need some information about you. If you choose not to give GRRL any identifying information, GRRL will provide you with contact information so you may check on the status of your request. In addition, please keep in mind that if GRRL does not understand your request and has no way to contact you, GRRL will not be able to begin processing your request.~~

How GRRL Responds to ~~a~~ Your Data Request

Upon receiving your request, GRRL will ~~work to process~~review it.

- We may ask you to clarify what data you are requesting.

- If GRRL does not have the data, GRRL will notify you in writing as soon as reasonably possible.

- If we have the data, but we are not allowed to give it to you, we will tell you as soon as reasonably possible and identify the law that prevents us from providing the data. ~~If GRRL has the data, but the data are not public, GRRL will notify you as soon as reasonably possible and state which specific law says the data are not public.~~

- If GRRL has the data, and the data are public, GRRL will respond to your request appropriately and promptly, within a reasonable amount of time by doing one of the following:

    o   Arrange a date, time, and place for you to inspect the data at our offices; or

    o   ~~arrange a date, time, and place to inspect data, for free, if your request is to look at the data, or~~

    o   You may choose to pick up your copies, or we will mail or email them to you. We will provide electronic copies (such as email or CD-ROM) upon request, if we keep the data in that format and we can reasonably make a copy.

    o   Response time may be impacted by the size and/or complexity of your request, and also by the number of requests you make in a given period of time.

    o   ~~provide you with copies of the data as soon as reasonably possible.~~ You may choose to pick up your copies, or GRRL will mail or fax them to you. If you want GRRL to send you the copies, you will need to provide GRRL with an address or fax number. GRRL will provide electronic copies (such as email or CD-ROM) upon request if GRRL keeps the data in electronic format.

Following our response, if you do not make arrangements within 10 business days to inspect the data or pay for the copies, we will conclude that you no longer want the data and will consider your request closed.

For information about copy charges is see Copy Costs – Members of the Public.

GRRL also will arrange for you to pre-pay for the copies.

If you do not understand some of the data (technical terminology, abbreviations, or acronyms), please tell the person who provided the data to you. We will give you an explanation if you ask.

The Data Practices Act does not require us to create or collect new data in response to a data request, or to provide data in a specific form or arrangement if we do not keep the data in that form or arrangement. For example, if the data you request are on paper only, we are not required to create electronic documents to respond to your request. If we agree to create data in response to your request, we will work with you on the details of your request, including cost and response time.

We are also not required to respond to questions that are not about your data requests, or requests for government data.~~), please let GRRL know. GRRL will give you an explanation if you ask.~~

~~The Government Data Practices Act does not require GRRL to create or collect new data in response to a data request if GRRL does not already have the data, or to provide data in a specific form or arrangement if GRRL does not keep the data in that form or arrangement. (For example, if the data you request are on paper only, GRRL is not required to create electronic documents to respond to your request.) If GRRL agrees to create data in response to your request, GRRL will work with you on the details of your request, including cost and response time.~~

~~In addition, the Government Data Practices Act does not require GRRL to answer questions that are not requests for data.~~

Requests for Summary Data

Summary data are statistical records or reports that are prepared by removing all identifiers from private or confidential data on individuals. The preparation of summary data is not a means to gain

access to private or confidential data. GRRL will prepare summary data if you make your request in writing and pre-pay for the cost of creating the data. Upon receiving your written request – you may use the GRRL Data Request Form - Members of the Public – GRRL will respond within ten business days with the data or details of when the data will be ready and how much GRRL will charge.

Approved Date: 03/17/15
~~Effective Date:~~
Revised Date: 07/16/24

Copy Costs - Members of the Public

GRRL charges members of the public for copies of government data. These charges are authorized under Minnesota Statutes, section 13.03, subdivision 3(c).

You must pay for the copies before GRRL will give them to you.

For 100 or Fewer Paper Copies – 25 cents per page

100 or fewer pages of black and white, letter or legal size paper copies cost 25¢ for a one-sided copy, or 50¢ for a two-sided copy.

Most Other Types of Copies – Actual cost

The charge for most other types of copies, when a charge is not set by statute or rule, is the actual cost of searching for and retrieving the data, and making the copies or electronically transmitting the data (e.g.~~.~~ sending the data by email).

In determining the actual cost of making copies, GRRL factors in employee time, the cost of the materials onto which GRRL is copying the data (paper, CD, DVD, etc.), and mailing costs (if any). If your request is for copies of data that GRRL cannot reproduce itself, such as photographs, GRRL will charge you the actual cost GRRL must pay an outside vendor for the copies.

The cost of employee time to search for data, retrieve data, and make copies is $23~~2.5~~8 per hour.

If, because of the subject matter of your request, GRRL finds it necessary for a higher-paid employee to search for and retrieve the data, GRRL will calculate the search and retrieval portion of the copy charge at the higher salary/wage.

Approved Date: 03/17/15
~~Effective Date:~~
Revised Date: 03/21/23, 07/16/24

5C. ~~5C. Policy for Ensuring the Security of Not Public Data~~Data Practices Contacts

~~**Legal Requirement**~~

~~The adoption of this policy by the Great River Regional Library (GRRL) satisfies the requirement in Minn. Stat. 13.05 subd. 5 to establish procedures ensuring the appropriate access to not public data. By incorporating employee access to not public data into GRRL's Data Inventory (required by Minn. Stat. 13.025 subd. 1), in the individual employee's position description, or both, GRRL's policy limits access to not public data to employees whose work assignment reasonably requires access.~~

Please direct all questions regarding this policy to GRRL's Data Practices Compliance Official:

Responsible Authority
Karen Pundsack, Executive Director
1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
Fax number: 320 650-2535
Email address: karenp@grrl.lib.mn.us

~~Approved Date: 03/17/15~~
~~Effective Date:~~
~~Revised Date: 7/16/24~~

As Responsible Authority, the Executive Director orders the following individuals as data practices compliance official and designees.

~~**Data Practices Contacts**~~

~~**Responsible Authority**~~
~~Name: Karen Pundsack, Executive Director~~
~~Address: 1300 W. St. Germain Street, St. Cloud, MN 56301~~
~~Phone number: 320 650-2500~~
~~fax number: 320 650-2535~~
~~email address: karenp@grrl.lib.mn.us~~

Data Practices Compliance Official
Name: Karen Pundsack, Executive Director
Address: 1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
~~f~~Fax number: 320 650-2535
~~e~~Email address: karenp@grrl.lib.mn.us

Data Practices Designees
(Personnel Data)
Name: Nichol Wojcik, Associate Director~~,~~ Human Resources
Address: 1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
~~f~~Fax number: 320 650-2535
~~e~~Email address: nicholw@grrl.lib.mn.us

(Patron Data)
Name: Karen Pundsack, Executive Director
Address: 1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
~~f~~Fax number: 320 650-2535
~~e~~Email address: karenp@grrl.lib.mn.us

Approved Date: 03/17/15
Revised Date: 07/16/24

5D. ~~Standards for Verifying Identity Procedure~~

~~The following constitute proof of identity.~~
- ~~An **adult individual** must provide a valid photo ID, such as~~
  - ~~a state driver's license~~
  - ~~a military ID~~
  - ~~a passport~~
  - ~~a Minnesota ID~~
  - ~~a Minnesota tribal ID~~
- ~~A **minor individual** must provide a valid ID, such as~~
  - ~~a state driver's license~~
  - ~~a military ID~~
  - ~~a passport~~
  - ~~a Minnesota ID~~
  - ~~a Minnesota Tribal ID~~
  - ~~a Minnesota school ID~~
  - ~~a certified copy of birth certificate~~
- ~~The **parent or guardian of a minor** must provide a valid photo ID *and either*~~
  - ~~a certified copy of the minor's birth certificate *or*~~
  - ~~a certified copy of documents that establish the parent or guardian's relationship to the child, such as~~
    - ~~a court order relating to divorce, separation, custody, foster care~~
    - ~~a foster care contract~~
    - ~~an affidavit of parentage~~
- ~~The **legal guardian for an individual** must provide a valid photo ID *and* a certified copy of appropriate documentation of formal or informal appointment as guardian, such as~~
  - ~~court order(s)~~
  - ~~valid power of attorney~~

~~Note: Individuals who do not exercise their data practices rights in person must provide *either* notarized or certified copies of the documents that are required *or* an affidavit of ID.~~

Procedure for Ensuring the Security of Not Public Data

Data inventory
Under the requirement in Minn. Stat. 13.025 subd. 1, GRRL will prepare a Data Inventory, which identifies and describes all not public data on individuals maintained by GRRL. To comply with the requirement in Minn. Stat. 13.05 subd. 5, GRRL will also include in its Data Inventory the position titles of the employees who have access to not public data.

In the event of a temporary duty as assigned by a manager or supervisor, an employee may access certain not public data for as long as the work is assigned to the employee.

In addition to the employees listed in GRRL's Data Inventory, the Responsible Authority, the Data Practices Compliance Official, and GRRL's Attorney may have access to all not public data maintained by GRRL if necessary for specified duties. Any access to not public data will be strictly limited to the data necessary to complete the work assignment.

Employee position descriptions
Position descriptions may contain provisions identifying any not public data accessible to the employee when a work assignment reasonably requires access.

Data sharing with authorized entities or individuals
Federal or state law may authorize the sharing of not public data in specific circumstances. Not public data may be shared with another entity if a federal or state law allows or mandates it. Individuals will have notice of any sharing in applicable Tennessen warnings or GRRL will obtain the individual's informed consent. Any sharing of not public data will be strictly limited to the data necessary or required to comply with the applicable law.

Ensuring that not public data are not accessed without a work assignment
Within GRRL, departments may assign tasks by employee or by job classification. If a department maintains not public data that all employees within its division do not have a work assignment allowing access to the data, the department will ensure that the not public data are secure.

Recommended actions for ensuring appropriate access include:

- Assigning appropriate security roles, limiting access to appropriate shared network drives, and implementing password protections for not public electronic data.

- Password protecting employee computers and locking computers before leaving workstations.

- Securing not public data within locked workspaces and in locked file cabinets.

- Shredding not public documents before disposing of them.

Penalties for unlawfully accessing not public data
GRRL will utilize the penalties for unlawful access to not public data as provided for in Minnesota Statutes section 13.09, if necessary. Penalties include suspension, dismissal or referring the matter to the appropriate prosecutorial authority who may also pursue a criminal misdemeanor charge.

Approved Date: 03/17/15
Revised Date: 07/16/24

100 Administration Policies

Chapter 5. Data Practices
5A. Data Practices Policy for Data Subjects

What is a "Data Subject"?
When government has information recorded in any form (paper, hard drive, voicemail, video, email, etc.), that information is called "government data" under the Government Data Practices Act (Minnesota Statutes, Chapter 13). When we can identify you in government data, you are the "data subject" of that data. The Data Practices Act gives you, as a data subject, certain rights. This policy explains your rights as a data subject, and tells you how to request data about you, your minor child, or someone for whom you are the legal guardian.

When GRRL Has Data about You
The Government Data Practices Act (Minnesota Statutes, Chapter 13) says that data subjects have certain rights related to a government entity collecting, creating, and keeping government data about them. You are the subject of data when you can be identified from the data. Government data is a term that means all recorded information a government entity has, including paper, email, DVDs, photographs, etc.

Public Data
The Data Practices Act presumes that all government data are public unless a state or federal law says that the data are not public. We must give public data to anyone who asks. It does not matter who is asking for the data or why the person wants the data. The following are examples of public data about you that we might have:
   o *the names of Minnesota government employees*

Private data
We cannot give private data to the general public. We can share your private data with you, with someone who has your permission, with our government entity staff whose job requires or permits them to see the data, and with others as permitted by law or court order. The following are examples of private data about you that we might have:
   o *Social Security number of employees;*
   o *Data that link a library patron's name with materials requested or borrowed by the patron or that link a patron's name with a specific subject about which the patron has requested information or materials, or data in applications for borrower cards, other than the name of the borrower.*

Confidential data
Confidential data have the most protection. Neither the public nor you can access confidential data even when the confidential data are about you. We can share confidential data about you with our government entity staff who have a work assignment to see the data, and to others as permitted by law or court order. The following is an example of confidential data about you:
   o *the identity of the subject of an active criminal investigation*

Your Rights under the Government Data Practices Act
As a data subject, you have the following rights.

Access to Your Data
You have the right to look at (inspect), free of charge, public and private data that GRRL keeps about you. You also have the right to get copies of public and private data about you. The Government Data Practices Act allows GRRL to charge for copies. You have the right to look at data, free of charge, before deciding to request copies.

Also, if you ask, GRRL will tell you whether GRRL keeps data about you and whether the data are public, private, or confidential.

Access to Data on Minor Children
As a parent, you have the right to look at and get copies of public and private data about your minor children (under the age of 18). As a legally appointed guardian, you have the right to look at and get copies of public and private data about an individual for whom you are appointed guardian.

Minors have the right to ask GRRL not to give data about them to their parent or guardian. If you are a minor, GRRL will tell you that you have this right. GRRL may ask you to put your request in writing and to include the reasons that GRRL should deny your parents access to the data. GRRL will make the final decision about your request based on your best interests.

When GRRL Collects Data from You
When GRRL asks you to provide data about yourself that are not public, GRRL must give you a notice. The notice is sometimes called a Tennessen warning. The notice controls what GRRL does with the data that GRRL collects from you. Usually, GRRL can use and release the data only in the ways described in the notice.

GRRL will ask for your written permission if GRRL needs to use or release private data about you in a different way, or if you ask GRRL to release the data to another person. This permission is called informed consent. If you want GRRL to release data to another person, you may use the consent form GRRL provides.

Protecting your Data
The Government Data Practices Act requires GRRL to protect your data. GRRL has established appropriate safeguards to ensure that your data are safe.

In the unfortunate event that GRRL determines a security breach has occurred and an unauthorized person has gained access to your data, GRRL will notify you as required by law.

When Your Data are Inaccurate and/or Incomplete
You have the right to challenge the accuracy and/or completeness of public and private data about you. You also have the right to appeal GRRL's decision. If you are a minor, your parent or guardian has the right to challenge data about you.

How to Make a Request for Your Data
You can ask to look at (inspect) data at our offices, or ask for copies of data that we have about you, your minor child, or an individual for whom you have been appointed legal guardian. Make your request for data to the appropriate individual listed in the Data Practices Contacts. You may make your request by mail, fax, or email, using the GRRL Data Request Form – Data Subjects.

If you choose not use to use the GRRL Data Request Form – Data Subjects, your request should include:

- Say that you are making a request as a data subject, for data about you (or your child, or person for whom you are the legal guardian), under the Government Data Practices Act (Minnesota Statutes, Chapter 13).
- Include whether you would like to inspect the data, have copies of the data, or both.
- Provide a clear description of the data you would like to inspect or have copied.
- Provide proof that you are the data subject or data subject's parent/legal guardian.

GRRL requires proof of your identity before GRRL can respond to your request for data. If you are requesting data about your minor child, you must show proof that you are the minor's parent. If you are a guardian, you must show legal documentation of your guardianship. Please see the Standards for Verifying Identity. If you do not provide proof that you are the data subject, we cannot respond to your request.

How GRRL Responds to Your Data Request
Upon receiving your request, GRRL will review it.

- We may ask you to clarify what data you are requesting.
- We will ask you to confirm your identity as the data subject.

If GRRL does not have the data, GRRL will notify you in writing within 10 business days.

- If GRRL has the data, but the data are confidential or private data that are not about you, GRRL will notify you within 10 business days and identify the law that prevents us from providing the data.
- If GRRL has the data, and the data are public or private data about you, GRRL will respond to your request within 10 business days, by doing one of the following:
  - Arrange a date, time, and place to inspect data in our office, ensuring you have a meaningful opportunity to inspect data within 10 business days of your request at no charge
  - Tell you how much the copies cost, and then provide you with copies of the data within 10 business days and upon payment of charges for the copies. You may choose to pick up your copies, or have us mail or email them to you. We will provide electronic copies (such as email or CD-ROM) upon request, if we keep the data in electronic format and we can reasonably make a copy.

For information about copy charges see Copy Costs – Data Subjects. GRRL also will arrange for you to prepay for the copies. If you do not make arrangements within 10 business days to inspect the data or pay for the copies, we will conclude that you no longer want the data and will consider your request closed.

After GRRL has provided you with access to data about you, GRRL does not have to show you the data again for 6 months unless there is a dispute or GRRL collects or creates new data about you.

If you do not understand some of the data (technical terminology, abbreviations, or acronyms), please let GRRL know. GRRL will give you an explanation if you ask.

The Government Data Practices Act does not require GRRL to create or collect new data in response to a data request if GRRL does not already have the data, or to provide data in a specific form or

arrangement if GRRL does not keep the data in that form or arrangement. (For example, if the data you request are on paper only, GRRL is not required to create electronic documents to respond to your request.) If GRRL agrees to create data in response to your request, GRRL will work with you on the details of your request, including cost and response time.

In addition, GRRL is not required under the Government Data Practices Act to respond to questions that are not specific requests for data.

Approved Date: 03/17/15
Revised Date: 07/16/24

Copy Costs – Data Subjects
Minnesota Statutes, section 13.04, subdivision 3 allows us to charge for copies. You must pay for the copies before GRRL will give them to you.

For 100 or Fewer Paper Copies – 25 cents per page
100 or fewer pages of black and white, letter or legal size paper copies cost 25¢ for a one-sided copy, or 50¢ for a two-sided copy.

Most Other Types of Copies – Actual cost
The charge for most other types of copies, when a charge is not set by statute or rule, is the actual cost of searching for and retrieving the data, and making the copies or electronically transmitting the data (e.g.. sending the data by email).

We will charge the actual cost of making copies for data about you. In determining the actual cost, we include the employee time to create and send the copies, the cost of the materials onto which we are copying the data (paper, CD, DVD, etc.), and mailing costs such as postage (if any).

If your request is for copies of data that we cannot copy ourselves, such as photographs, we will charge you the actual cost we must pay an outside vendor for the copies. The cost of employee time to search for data, retrieve data, and make copies is $23.38 per hour.

If, because of the subject matter of your request, GRRL finds it necessary for a higher-paid employee to search for and retrieve the data, GRRL will calculate the search and retrieval portion of the copy charge at the higher salary/wage.

Approved Date: 03/17/15
Revised Date: 03/21/23, 07/16/24

Standards for Verifying Identity
The following constitute proof of identity.
- An **adult individual** must provide a valid photo ID, such as
  - a driver's license
  - a state-issued ID
  - a tribal ID
  - a military ID
  - a passport
  - the foreign equivalent of any of the above

- A **minor individual** must provide a valid ID, such as
    - a driver's license
    - a state-issued ID (including a school/student ID)
    - a tribal ID
    - a military ID
    - a passport
    - the foreign equivalent of any of the above
- The **parent or guardian of a minor** must provide a valid photo ID *and either*
    - a certified copy of the minor's birth certificate *or*
    - a certified copy of documents that establish the parent or guardian's relationship to the child, such as
        - a court order relating to divorce, separation, custody, foster care
        - a foster care contract
        - an affidavit of parentage
- The **legal guardian for an individual** must provide a valid photo ID *and* a certified copy of appropriate documentation of formal or informal appointment as guardian, such as
    - court order(s)
    - valid power of attorney

Note: Individuals who do not exercise their data practices rights in person must provide *either* notarized or certified copies of the documents that are required *or* an affidavit of ID.

5B. Data Practices Policy for Members of the Public

Your Right to See Public Data
The Government Data Practices Act (Minnesota Statutes, Chapter 13) presumes that all government data are public unless a state or federal law says the data are not public. Government data is a term that means all recorded information a government entity has, including paper, email, flash drives, CDs, DVDs, photographs, etc.

The law also says that Great River Regional Library (GRRL) must keep all government data in a way that makes it easy for you to access public data. You have the right to look at (inspect), free of charge, all public data that we keep. You also have the right to get copies of public data. The Data Practices Act allows us to charge for copies. You have the right to look at data, free of charge, before deciding to request copies.

How to Request Public Data
You can ask to look at (inspect) data at our offices, or ask for copies of public data that we keep. Make your request for data to the appropriate individual listed in the Data Practices Contacts section of this policy. You may make your request for data by mail, fax, or email, using the [GRRL Data Request Form – Members of the Public](#).

If you choose not to use the GRRL Data Request Form – Members of the Public, your request should:
- Say that you are making a request for public data under the Government Data Practices Act (Minnesota Statutes, Chapter 13).
- Include whether you would like to inspect the data, have copies of the data, or both.
- Provide a clear description of the data you would like to inspect or have copied.

You are not required to identify yourself or explain the reason for your data request. However, you may need to provide us with some personal information for practical reasons (for example: if you want us to mail copies to you, you need to provide us with an address or P.O. Box). If we do not understand your request and have no way to contact you, we cannot respond to your request.

How GRRL Responds to Your Data Request
Upon receiving your request, GRRL will review it.
- We may ask you to clarify what data you are requesting.
- If GRRL does not have the data, GRRL will notify you in writing as soon as reasonably possible.
- If we have the data, but we are not allowed to give it to you, we will tell you as soon as reasonably possible and identify the law that prevents us from providing the data.
- If GRRL has the data, and the data are public, GRRL will respond to your request appropriately and promptly, within a reasonable amount of time by doing one of the following:
  - Arrange a date, time, and place for you to inspect the data at our offices; or
  - You may choose to pick up your copies, or we will mail or email them to you. We will provide electronic copies (such as email or CD-ROM) upon request, if we keep the data in that format and we can reasonably make a copy.
  - Response time may be impacted by the size and/or complexity of your request, and also by the number of requests you make in a given period of time.
  - You may choose to pick up your copies, or GRRL will mail or fax them to you. If you want GRRL to send you the copies, you will need to provide GRRL with an address or fax number. GRRL will provide electronic copies (such as email or CD-ROM) upon request if GRRL keeps the data in electronic format.

Following our response, if you do not make arrangements within 10 business days to inspect the data or pay for the copies, we will conclude that you no longer want the data and will consider your request closed.

For information about copy charges is see Copy Costs – Members of the Public.

GRRL also will arrange for you to pre-pay for the copies.

If you do not understand some of the data (technical terminology, abbreviations, or acronyms), please tell the person who provided the data to you. We will give you an explanation if you ask.

The Data Practices Act does not require us to create or collect new data in response to a data request, or to provide data in a specific form or arrangement if we do not keep the data in that form or arrangement. For example, if the data you request are on paper only, we are not required to create electronic documents to respond to your request. If we agree to create data in response to your request, we will work with you on the details of your request, including cost and response time.

We are also not required to respond to questions that are not about your data requests, or requests for government data.

Requests for Summary Data
Summary data are statistical records or reports that are prepared by removing all identifiers from private or confidential data on individuals. The preparation of summary data is not a means to gain access to private or confidential data. GRRL will prepare summary data if you make your request in

writing and pre-pay for the cost of creating the data. Upon receiving your written request – you may use the [GRRL Data Request Form – Members of the Public](#) – GRRL will respond within ten business days with the data or details of when the data will be ready and how much GRRL will charge.

Approved Date: 03/17/15
Revised Date: 07/16/24

Copy Costs – Members of the Public
GRRL charges members of the public for copies of government data. These charges are authorized under Minnesota Statutes, section 13.03, subdivision 3(c).

You must pay for the copies before GRRL will give them to you.

For 100 or Fewer Paper Copies – 25 cents per page
100 or fewer pages of black and white, letter or legal size paper copies cost 25¢ for a one-sided copy, or 50¢ for a two-sided copy.

Most Other Types of Copies – Actual cost
The charge for most other types of copies, when a charge is not set by statute or rule, is the actual cost of searching for and retrieving the data, and making the copies or electronically transmitting the data (e.g. sending the data by email).In determining the actual cost of making copies, GRRL factors in employee time, the cost of the materials onto which GRRL is copying the data (paper, CD, DVD, etc.), and mailing costs (if any). If your request is for copies of data that GRRL cannot reproduce itself, such as photographs, GRRL will charge you the actual cost GRRL must pay an outside vendor for the copies.

The cost of employee time to search for data, retrieve data, and make copies is $23.38 per hour.

If, because of the subject matter of your request, GRRL finds it necessary for a higher-paid employee to search for and retrieve the data, GRRL will calculate the search and retrieval portion of the copy charge at the higher salary/wage.

Approved Date: 03/17/15
Revised Date: 03/21/23, 07/16/24

5C. Data Practices Contacts
Please direct all questions regarding this policy to GRRL's Data Practices Compliance Official:

Responsible Authority
Karen Pundsack, Executive Director
1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
Fax number: 320 650-2535
Email address: karenp@grrl.lib.mn.us

As Responsible Authority, the Executive Director orders the following individuals as data practices compliance official and designees.

Data Practices Compliance Official
Name: Karen Pundsack, Executive Director
Address: 1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
Fax number: 320 650-2535
Email address: karenp@grrl.lib.mn.us

Data Practices Designees
(Personnel Data)
Name: Nichol Wojcik, Associate Director Human Resources
Address: 1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
Fax number: 320 650-2535
Email address: nicholw@grrl.lib.mn.us

(Patron Data)
Name: Karen Pundsack, Executive Director
Address: 1300 W. St. Germain Street, St. Cloud, MN 56301
Phone number: 320 650-2500
Fax number: 320 650-2535
Email address: karenp@grrl.lib.mn.us

Approved Date: 03/17/15
Revised Date: 07/16/24

5D. Procedure for Ensuring the Security of Not Public Data

Data inventory
Under the requirement in Minn. Stat. 13.025 subd. 1, GRRL will prepare a Data Inventory, which
identifies and describes all not public data on individuals maintained by GRRL. To comply with the
requirement in Minn. Stat. 13.05 subd. 5, GRRL will also include in its Data Inventory the position titles
of the employees who have access to not public data.

In the event of a temporary duty as assigned by a manager or supervisor, an employee may access
certain not public data for as long as the work is assigned to the employee.

In addition to the employees listed in GRRL's Data Inventory, the Responsible Authority, the Data
Practices Compliance Official, and GRRL's Attorney may have access to all not public data maintained by
GRRL if necessary for specified duties. Any access to not public data will be strictly limited to the data
necessary to complete the work assignment.

Employee position descriptions
Position descriptions may contain provisions identifying any not public data accessible to the employee
when a work assignment reasonably requires access.

Data sharing with authorized entities or individuals
Federal or state law may authorize the sharing of not public data in specific circumstances. Not public
data may be shared with another entity if a federal or state law allows or mandates it. Individuals will

have notice of any sharing in applicable Tennessen warnings or GRRL will obtain the individual's informed consent. Any sharing of not public data will be strictly limited to the data necessary or required to comply with the applicable law.

Ensuring that not public data are not accessed without a work assignment
Within GRRL, departments may assign tasks by employee or by job classification. If a department maintains not public data that all employees within its division do not have a work assignment allowing access to the data, the department will ensure that the not public data are secure.

Recommended actions for ensuring appropriate access include:
- Assigning appropriate security roles, limiting access to appropriate shared network drives, and implementing password protections for not public electronic data.
- Password protecting employee computers and locking computers before leaving workstations.
- Securing not public data within locked workspaces and in locked file cabinets.
- Shredding not public documents before disposing of them.

Penalties for unlawfully accessing not public data
GRRL will utilize the penalties for unlawful access to not public data as provided for in Minnesota Statutes section 13.09, if necessary. Penalties include suspension, dismissal or referring the matter to the appropriate prosecutorial authority who may also pursue a criminal misdemeanor charge.

Approved Date: 03/17/15
Revised Date: 07/16/24

600 Technology Policies

Introduction
GRRL makes technology available to patrons and staff members to provide access, resources, and support. GRRL is aware of changing information needs and is committed to providing continuous service improvement.

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

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

Approved Date: 03/16/04
~~Effective Date:~~
Revised Date: 07/16/24

Chapter 1. Technology Goals
The library strives to increase digital equity and inclusion. GRRL's technology goals are:

1. providing open access to information,
2. having reliable and useful technology resources,
3. managing technology resources cost-effectively,
4. maintaining suitable protection of personal and other confidential information.

Chapter 2. Downloading
~~No files may be saved or downloaded to the library computers' hard drives~~ Unauthorized software must not be installed or executed on library computers. The downloading of viruses, "worms", or similar destructive agents, is not permitted for any reason.

No personal files may be saved or downloaded to the library computers~~' hard drives~~ except where a file is downloaded to be moved to another site or removable media.
~~Downloading is possible on removable media. Users should not expect library staff to do this for them nor to know the specifics of how particular web services work. The library is not responsible for the removable media or for the correct downloading of files.~~

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

~~The downloading of viruses, "worms", or similar destructive agents, is not permitted for any reason~~ Data downloaded from the Internet may contain ~~viruses~~malware. The library maintains one or more malware defenses. However, ~~Every~~ every user is responsible for maintaining ~~virus-checking software~~malware protection ~~on~~ for their ~~home computer~~own device(s). The library assumes no responsibility for damage to removable media or non-library ~~computers~~ devices that may result from downloading files from the Internet.

Approved Date: 03/16/04
~~Effective Date:~~
Revised Date: 03/16/10, 07/16/24

~~Chapter 2. Internet Access to Information~~
~~As a part of its Mission and Vision Statements, GRRL works to provide users with access to global information resources and high technology applications. GRRL develops, organizes and makes available to the public a useful collection of information resources. GRRL provides free access to community focused services for a diverse population, assistance and guidance in utilizing those services and materials, and lifelong learning opportunities.~~

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

~~Approved Date: 03/16/04~~
~~Effective Date:~~
~~Revised Date: 03/15/11~~

Chapter 3. Internet Acceptable Use

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

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

- using equipment and/or Internet service in the library to access, disseminate or exhibit material that is obscene, child pornography, or harmful to minors as defined by Minnesota state law (see statutes below);
- placing or viewing unlawful information or images on the system;
- altering or placing files or programs on the library's computers;
- sending any files or portions of files likely to result in damage to the recipient's databases or networks or the library's databases or networks;
- sending unsolicited spam, "chain letters" or "broadcast" messages;
- violating copyright or licensing agreements;

- using another's library card or fraudulently using duplicate library cards or guest passes for computer access;
- circumventing computer management software or security measures;
- causing excessive congestion of the network or interfering with the computer use of other library users;
- vandalizing or damaging library equipment.

In compliance with the Children's Internet Protection Act (CIPA), software filters have been placed on all computer stations with Internet access. Internet users 17 or older may request that staff remove the filter when using the computer stations to provide access for bona fide research or other lawful purposes. Library users who obtain unfiltered Internet access are not excused from any provisions or restrictions of this policy.

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

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

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

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

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

Approved Date: 05/14/96
Effective Date:

Revised Date: 07/09/02, 05/11/04, 05/11/10, 03/15/11
Reviewed Date: 07/16/24

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

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

Approved Date: 03/16/04
~~Effective Date:~~
Revised Date: 07/16/24

Chapter 5. Information Security

5A. Electronic Communication and Computer Files

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

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

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

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

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

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

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

Approved Date: 03/16/04
~~Effective Date:~~
Revised Date: 06/12/07, 03/21/17, 03/19/19, 07/16/19
Reviewed Date: 07/16/24

5B. Passwords

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

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

Approved Date: 06/12/07
~~Effective Date:~~
Revised Date: 03/21/17, 03/19/19, 07/16/19
Reviewed Date: 07/16/24

5C. Roles and Responsibilities

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

All Employees are required to:

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

Supervisors are required to:

In addition to the above requirements:

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

The Information Technology department is required to:

In addition to the above requirements:

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

The Associate Director Accounting & Distribution Supervisor is required to:

In addition to Employee and Supervisor requirements:

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

The Associate Director —Information Technology is required to:

In addition to Employee, Supervisor and Information Technology requirements:

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

Approved Date: 07/16/19
Effective Date:
Revised Date: 07/16/24

5D. Incident Response

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

Approved Date: 07/16/19
Effective Date:
Revised Date:
Reviewed Date: 07/16/24

Chapter 6. Payment Card Industry Data Security

6A. Primary Account Number Security

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

Approved Date: 07/16/19
Effective Date:
Revised Date:
Reviewed Date: 07/16/24

6B. Third-Party Management

6B.1 List of Third- Parties

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

Approved Date: 07/16/19
Effective Date:
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6B.2 Payment Card Industry (PCI) Compliance Status

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

Approved Date: 07/16/19
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6B.3 Due Diligence
Prior to engaging any third-party service provider, the GRRL Accounting Department will obtain validation of their PCI DSS compliance status and information about which PCI DSS requirements, if any, are managed by the service provider. Third parties that have not achieved PCI DSS compliance will not be considered.

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600 Technology Policies

Introduction
GRRL makes technology available to patrons and staff members to provide access, resources, and support. GRRL is aware of changing information needs and is committed to providing continuous service improvement.

Approved Date: 03/16/04
Revised Date: 07/16/24

Chapter 1. Technology Goals
The library strives to increase digital equity and inclusion. GRRL's technology goals are:
1. providing open access to information,
2. having reliable and useful technology resources,
3. managing technology resources cost-effectively,
4. maintaining suitable protection of personal and other confidential information.

Chapter 2. Downloading
Unauthorized software must not be installed or executed on library computers. The downloading of viruses, "worms", or similar destructive agents, is not permitted for any reason.

No personal files may be saved or downloaded to the library computers except where a file is downloaded to be moved to another site or removable media.

Data downloaded from the Internet may contain malware. The library maintains one or more malware defenses. However, every user is responsible for maintaining malware protection for their own device(s). The library assumes no responsibility for damage to removable media or non-library devices that may result from downloading files from the Internet.

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Revised Date: 03/16/10, 07/16/24

Chapter 3. Internet Acceptable Use
All library users are expected to abide by their local library's Rules of Behavior. Illegal use of the library Internet services and computer stations is prohibited. By using library computers and/or Internet services, library users agree that staff has the authority to make final determinations regarding rule infractions. The use of the library's computer workstations and Internet services is a privilege.

The following activities could be considered cause for suspension of computer and/or Internet privileges or cause for trespass:
- using equipment and/or Internet service in the library to access, disseminate or exhibit material that is obscene, child pornography, or harmful to minors as defined by Minnesota state law (see statutes below);
- placing or viewing unlawful information or images on the system;

- altering or placing files or programs on the library's computers;
- sending any files or portions of files likely to result in damage to the recipient's databases or networks or the library's databases or networks;
- sending unsolicited spam, "chain letters" or "broadcast" messages;
- violating copyright or licensing agreements;
- using another's library card or fraudulently using duplicate library cards or guest passes for computer access;
- circumventing computer management software or security measures;
- causing excessive congestion of the network or interfering with the computer use of other library users;
- vandalizing or damaging library equipment.

In compliance with the Children's Internet Protection Act (CIPA), software filters have been placed on all computer stations with Internet access. Internet users 17 or older may request that staff remove the filter when using the computer stations to provide access for bona fide research or other lawful purposes. Library users who obtain unfiltered Internet access are not excused from any provisions or restrictions of this policy.

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

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

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

The USA PATRIOT ACT (US Statute 50 U.S.C. Sec 206, 214-220) overrides state law related to privacy and library use. If GRRL receives a valid order or warrant under these provisions, staff must provide anything requested by that order. This may include computer use records. Section 215 requires that the library not inform library users about these specific warrants.
- 13.40 (Minnesota Data Practices Act)
- 134.50 (Internet access, libraries)
- 617.241 (Obscene material)
- 617.246 (Child Pornography)
- 617.292 (Materials harmful to minors)
- U.S. Public Law 106-554 Title XVII, the Children's Internet Protection Act

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Revised Date: 07/09/02, 05/11/04, 05/11/10, 03/15/11
Reviewed Date: 07/16/24

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

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

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Chapter 5. Information Security

5A. Electronic Communication and Computer Files

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

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

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

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

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

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

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

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5B. Passwords

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

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

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5C. Roles and Responsibilities

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

All Employees are required to:

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

Supervisors are required to:

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

The Information Technology department is required to:

In addition to the above requirements:
- Manage the definition of user access to the assets under their control and management.
- Ensure that user access to their assets follows the principle of "least privilege."
- Verify that assets are protected sufficiently with the security controls.
- Properly assess and classify assets.
- Oversee and manage systems' compliance with GRRL policies.

- Evaluate and select solutions to reduce risk to GRRL assets.
- Monitor and analyze security alerts and information and distribute to appropriate personnel.
- Define and deploy incident response and escalation procedures.
- Administer user accounts, including additions, deletions, and modifications.
- Monitor and control all access to data held in GRRL systems.
- Provide direction to leadership on best security practices and recommended security controls and initiatives.

The Associate Director Accounting is required to:

In addition to Employee and Supervisor requirements:
- Ensure effective internal controls around the payment card environment.
- Maintain a current list of third parties in relation to Payment Card Industry (PCI).
- Monitor third-party PCI compliance and maintain written agreements.
- Perform due diligence prior to engaging new service providers.

The Associate Director Information Technology is required to:

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

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5D. Incident Response
Security controls work together to reduce risk in Great River Regional Library's environment. These controls include service notifications, file integrity software, firewalls, logging, and others. Many of these security controls are also used to notify the Information Technology department whenever a suspected incident takes place or when a system anomaly is detected in GRRL's environment. This allows the IT department to respond to and perform necessary activities to limit damage being caused. GRRL staff also play an important role in supporting the incident response process, by reporting anomalies they are encountering, such as a suddenly slower computer, accidental viewing of cardholder, confidential or protected data, or a lost removable computer drive as examples.

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Chapter 6. Payment Card Industry Data Security
6A. Primary Account Number Security
Great River Regional Library staff shall not record full payment card numbers on paper or in digital form. Staff may assist patrons with the use of our payment terminals or web payment system, but the patron's payment card must never leave their presence.

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6B. Third-Party Management
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