

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

Board of Trustees Meeting
Tuesday, September 17, 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. Introduction of New Board Member & Oath of Office (verbal) | 6:01 |
| 3. Adoption/Amendment of Agenda | 6:03 |
| 4. Approval of Minutes – July 16, 2024 | 6:04 |
| 4.1 Board Meeting (Requested Action – Approve) | pg 3 |
| 4.2 Finance Committee Meeting (Requested Action – Approve) | pg 7 |
| 5. Appointment of Finance Committee Member (verbal) | 6:05 |
| 6. Public Open Forum | 6:06 |
| 7. Financials | 6:10 |
| 7.1 Bills (emailed) and Addendum (on table) (Requested Action – Approve) | |
| 7.2 Financial Reports (emailed) (Requested Action – Accept) | |
| 7.3 Current Letters of Credit Designation (Requested Action – Accept) | pg 9 |
| 8. Consent Agenda (Requested Action – Approve) | 6:12 |
| 8.1 Regional Library Basic Systems Support FY24 Report of Results | pg 17 |
| 8.2 Regional Library Telecommunications Aid FY25 Application (on table) | |
| 8.3 Other | |
| 9. Communications | 6:13 |
| 9.1 Other | |
| 10. Presentations | 6:13 |
| 10.1 Other | |
| 11. Staff Reports | 6:13 |
| 11.1 Executive Director’s Report | pg 23 |
| 11.2 Management Reports | pg 25 |
| 11.3 Building Reports | pg 33 |
| 11.4 Summer Reading Challenge Statistics | pg 37 |
| 11.5 Other | |
| 12. Committee Reports | 6:20 |
| 12.1 Finance Committee (verbal) (Requested Action – Approve) | |
| 12.2 Personnel Committee (verbal) (Requested Action – Approve) | |

13. Unfinished Business	6:25
13.1 Other	
14. New Business	6:25
14.1 Labor Negotiations Discussion – Closed Session	
<i>Closed meeting for labor negotiations strategy pursuant to Minnesota Statute 13D.03</i>	
14.2 2024 Auditing Services Proposal (Requested Action – Approve)	pg 39
14.3 GRRL Policy Review & Updates – Communications (Requested Action – Approve)	pg 41
14.4 GRRL 2026-2030 Strategic Plan Process & Timeline Proposal (Requested Action – Approve)	pg 45
14.5 Executive Director Annual Evaluation Form Distribution (on table)	
14.6 Farewell to Departing Member (verbal)	
14.7 Other	
15. Board Open Forum	7:25
16. Next Meetings: October 15, 2024, Board of Trustees Work Session	7:29
November 19, 2024, Board of Trustees	
17. Adjournment	7:30

**GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
July 16, 2024**

The Great River Regional Library (GRRL) Board of Trustees regular meeting was called to order by President Jayne Dietz on Tuesday, July 16, 2024, at 6:00 p.m. in the St. Cloud Public Library Mississippi Room.

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

Members Excused: Melissa Fee, Leigh Lenzmeier

GRRL Staff Present: Amy Anderson, Jeannette Burkhardt, Karen Pundsack, Jay Roos, Patricia Waletzko

ADOPTION/AMENDMENT OF AGENDA

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

APPROVAL OF MINUTES

Lynn Grewing made a motion to approve the May 21, 2024, Board meeting minutes as presented. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

PUBLIC OPEN FORUM

Peter Wilson from Sartell thanked the Board for having him here. In listening to the last meeting after the public open forum, he was dismayed by the talk about book bans. After speaking this evening, he is going to request some book titles to be placed in the children's department. He gave examples of topics and stated he wants children to read both perspectives.

FINANCIALS

Bills

Financial Reports

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

Wayne Bauernschmitt made a motion to accept the May and June financial reports as presented. Seconded by Zurya Anjum, the motion carried unanimously.

Current Letter of Credit Designation

Lisa Fobbe made a motion to approve the current letter of credit designation as presented. Seconded by Al Amdahl, the motion carried unanimously.

CONSENT AGENDA

MNLINK Server Agreement Revised

GRRL Board 2025 Meeting/Work Session Schedule

Regional Library Telecommunications Aid FY2024 Final Report

Lynn Grewing made a motion to approve the consent agenda items as presented. Seconded by Laura Kangas, the motion carried unanimously.

COMMUNICATIONS

There were no communications items presented.

PRESENTATION

There was no presentation.

STAFF REPORTS

Executive Director's Report

Executive Director Karen Pundsack stated GRRL is beginning a new strategic planning cycle. The Leadership Support Team is considering meeting with cities in our region to see if the GRRL plan can align with local priorities. A proposed timeline for developing the 2026-2030 Strategic Plan will be brought to the Board in September. It needs to be approved by November 2025.

The Diversity, Equity & Inclusion Team is being formed. Nine members, including Karen, will be on the team. The first meeting is scheduled for August. To continue the involvement of staff in GRRL's strategic planning, it is intended to have this group's work included in the next plan.

Moving the Paylocity transition forward has been a challenge. GRRL worked with Paylocity to revise their standard agreement so that GRRL legal counsel would approve. The agreement has been approved for signatures. Implementation is still planned for this October.

Management Reports

Karen Pundsack acknowledged the Information Technology staff for the smooth Horizon upgrade today. Typically, system upgrades are done when the library is closed, but that was not an option this time. Jacey Wallace complimented staff on their communications with patrons about the library system being unavailable during the upgrade.

Building Reports

The bats are back in the Little Falls Library; work continues to resolve the problem. Water intrusion at the Upsala Library has worsened. Karen Pundsack explained the issues; it is unknown if this will affect service at the library.

Patron Service Supervisor Jeannette Burkhardt shared updates about the new Howard Lake Library. Shelving installation is scheduled for the week of July 29. The plan is to close as normal on August 3, pack and move the week of August 5, and open at the new location on August 12. She also commented on the open house that took place a couple weeks ago.

Second Quarter 2024 Strategic Plan Objectives & Key Results

Borrower numbers look good and continue to grow. The new borrower count change since 2020 was highlighted. Regionally, physical circulation is slightly down; however, this statistic is influenced by the extension of DVD checkouts to three weeks. The Digital Library circulation in comparison to St. Cloud Library circulation was pointed out. Also noted was that donations and donor retention are strong.

In reply to a question about Digital Library circulation and hold ratios, Karen Pundsack explained that materials are acquired based on demand and cost. She will find out if the eBook and eAudio statistics can be shown separately.

Human Resources Reports

The years of service for long-term staff members were highlighted.

COMMITTEE REPORTS**Finance Committee***Second Quarter Financial Report**GRRL 2025 Budget Proposal**Unassigned Fund Balance Spending & Recovery Plan Amendment*

All Finance Committee items were approved. The GRRL 2025 Budget reflects a 3.26 percent increase overall. It was noted that a spending and recovery plan for the Unassigned Fund is required when using reserves in the next year's budget.

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

Personnel Committee*Personnel Policy Updates*

The Personnel policy updates were approved by the Committee. There were no significant changes.

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

Central Minnesota Libraries Exchange (CMLE) Board

CMLE will be fully moved to Resource Training & Solutions (RTS) by October 1. Melissa Brechon will continue as interim Executive Director for CMLE and become a RTS employee. Jayne Dietz plans to step down from the Board chair position when new officers are elected in September. Grant distribution is completed; RTS plans to continue grants soon after the move.

Lisa Fobbe thanked Jayne Dietz and Karen Pundsack for their work with CMLE through the move process. Lynn Grewing also recognized Melissa Brechon and the work she has done.

UNFINISHED BUSINESS**GRRL 2025 Budget Proposal & Discussion**

This 2025 Budget proposal differs from the preliminary budget presented in May. In June, the Finance Committee approved using additional reserves to keep Wright County's signatory contribution at a one percent increase over 2024.

Tina Diedrick made a motion to approve the GRRL 2025 Budget presented. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

Unassigned Fund Balance Spending & Recovery Plan Amendment

Associate Director – Accounting Amy Anderson explained the requirement for GRRL to have a spending and recovery plan in place when using unassigned funds in the next year's budget. Because additional reserves were used in the 2022, 2024, and 2025 budgets, this plan illustrated how all three years come together.

Tina Diedrick made a motion to approve the Unassigned Fund Balance Spending & Recovery Plan Amendment as presented. Seconded by Bobby Kasper, the motion carried unanimously.

Karen Pundsack commented on increased state funding as result of RLBSS changes. She thanked Zurya Anjum, Wayne Bauernschmitt, and Leigh Lenzmeier for their advocacy at the state level.

NEW BUSINESS

GRRL Policy Review and Revisions

Data Practices Policies

The Minnesota Data Practices Office released a new model policy for data practices. Minnesota Statutes require data practices policies be reviewed or updated by August 1 each year. GRRL's policy was updated to align with the model policy and add a specific period of time after which a data request can be considered abandoned and the file closed.

Technology Policies

Associate Director – Information Technology Jay Roos explained that the Technology policy updates largely simplify and modernize language and practices. The policy structure was also updated.

Al Amdahl made a motion to approve revisions to the Data Practices and Technology policies as presented. Seconded by Zurya Anjum, the motion carried unanimously.

BOARD OPEN FORUM

Lisa Fobbe thanked GRRL staff for attending this evening's meeting. The staff members introduced themselves.

Karen Pundsack asked the Board about changing how they receive meeting materials. Because of the plan to review all GRRL policies, packets will be large if strikeout and clean policy versions are included. The consensus was for members to receive Board and Committee meeting materials via email. When replying to the quorum call, a member may request a hard copy to be available at the meeting. This process will be tested for the August work session.

NEXT MEETINGS

The next Board of Trustees meeting will be Tuesday, August 20, 2024.

ADJOURNMENT

Jayne Dietz adjourned the meeting at 6:50 p.m.

Jayne Dietz, President

Melissa Fee, Secretary

**GREAT RIVER REGIONAL LIBRARY
FINANCE COMMITTEE MINUTES
July 16, 2024**

The Great River Regional Library (GRRL) Finance Committee was called to order by Chairperson Ed Popp on Tuesday, July 16, 2024, at 5:05 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Tina Diedrick, Tim Denny, Jayne Dietz, Robert Kasper, Ed Popp

Members Excused: Lisa Fobbe, Leigh Lenzmeier

GRRL Staff Present: Amy Anderson, Karen Pundsack, Patricia Waletzko

ADOPTION/AMENDMENT OF AGENDA

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

APPROVAL OF MINUTES

Tina Diedrick made a motion to approve the June 18, 2024, Finance Committee minutes as presented. Seconded by Jayne Dietz, the motion carried unanimously.

SECOND QUARTER FINANCIAL REPORT

Interest for the first and second quarters has been higher than budgeted. Certificates of deposit (CDs) are currently renewing between 5.0 and 5.3 percent; the MAGIC fund is at 5.27 percent. There was brief discussion about interest rates, local CDs, and interest payments.

Year-to-date revenue, operating expenses, and fund balances were reviewed. The building maintenance line will be used to offset the approved \$48,000 GRRL portion of the St. Cloud Library lighting project.

After brief discussion, Tina Diedrick made a motion to approve the second quarter financial report as presented. Seconded by Tim Denny, the motion carried unanimously.

GRRL 2025 BUDGET PROPOSAL

Associate Director – Accounting Amy Anderson stated the 2025 Budget increased 3.26 percent over 2024. State legislative changes make the Regional Library Basic Systems Support (RLBSS) number more accurate and will allow for better decisions in the future. This budget uses \$389,000 from the 2023 Budget surplus and \$233,744 from reserves. Several expenditure lines and the Signatory Share Factor Table were reviewed.

Wright County Commissioner Tina Diedrick thanked everyone that worked toward use of additional reserves to reduce Wright County's increase.

Tina Diedrick made a motion to approve the GRRL 2025 Budget as proposed. Seconded by Jayne Dietz, the motion carried unanimously.

UNASSIGNED FUND BALANCE SPENDING & RECOVERY PLAN AMENDMENT

GRRL Financial policy states that a spending and recovery plan is required when using reserves in the budget. This plan combines the three spend down plans into one. Amy Anderson reviewed it in detail.

Tim Denny made a motion to approve the Unassigned Fund Balance Spending and Recovery Plan amendment as presented. Seconded by Bobby Kasper, the motion carried unanimously.

NEXT MEETING

The next Finance Committee meeting will be Tuesday, September 17, 2024.

ADJOURNMENT

Ed Popp adjourned the meeting at 5:27 p.m.

Ed Popp, Chair



Effective Date: August 16, 2024
LETTER OF CREDIT NO. 1004314

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. 1004314 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 \$600,000.00 ("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 September 18, 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).

FEDERA
 909 Loct
 Des Moi

By: _____

Title: Senior Risk, Money Desk and Cash Analyst Aug 16, 2024

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. 1004314 (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: _____



Effective Date: August 22, 2024
LETTER OF CREDIT NO. 1004460

Great River Regional Library
amya@grrl.lib.mn.us
1300 W St Germain St
St Cloud, MN, 56301
Attention: Amy Anderson

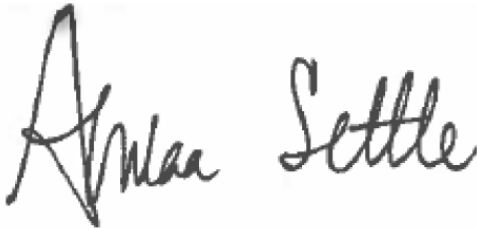
Dear Sir/Madam:

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. 1004460 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 \$50,000.00 ("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 September 18, 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 anv document. instrument or agreement except for such certificate(s).

FEDERA
 909 Loct
 Des Moi



By: _____

Title: Senior Risk, Money Desk and Cash Analyst Aug 22, 2024

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. 1004460 (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: _____



REGIONAL LIBRARY BASIC SYSTEM SUPPORT REPORT OF RESULTS AND EXPENDITURES *FY24 (July 1, 2023 - June 30, 2024)*

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

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

Name, phone number and e-mail address of regional public library system administrator: Karen Pundsack Executive Director (320)650-2512 fax (320)650-2501 karenp@grrl.lib.mn.us

Please estimate the number of people who received services provided with Regional Library Basic System Support (RLBSS): 503,681

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

Signature:

Name: Jayne Dietz
Chair, Governing Board
Date: 09/17/2024

Signature:

Name: Karen Pundsack
Regional Public Library System Administrator
Date: 09/17/2024

Please send one PDF copy of the signed report to Emma De Vera at emma.devera@state.mn.us by October 1, 2024.

Report of Accomplishments

Overall Results

At a Glance – Please provide a few quick statistics that summarize your FY24 results:

2024 Qtr 2 YTD cumulative	
Resident Borrowers Number of residents with active library card	95,194
New Borrowers Number of new registrations for a library card	10,555
Circulation Number of books and media borrowed by patrons (not digital)	1,176,728
Active Digital Library Users Number of borrowers using the Digital Library	63,717
Digital Library Checkouts Number of eBooks and eAudiobooks borrowed	226,471

Individual Programs

Briefly highlight the programs/services/activities that took place during FY24, using the format below for each. Please include as many programs needed to fully describe your activities and limit the narrative for each program to 200-250 words.

Description of Program: Resource sharing throughout the six-county region

Please describe what you did through this program: **Provided and maintained a physical and digital collection and coordinated library services across all 32 libraries.**

- What was the goal of your program? **Provide services to advance users’ literacy skills.**
- Who was served by this program? **Library users in Central Minnesota**
- How did this program contribute to your organization’s mission and strategic plan goals? **Objective 2: Expand the eBook, eAudiobook and database collection. Objective 3: Enhance the physical collection of library materials.**

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

Name of measure	FY2023 data 2023 Qtr 2 YTD cumulative	FY2024 data 2024 Qtr 2 YTD cumulative
Resident Borrower Numbers Number of residents with active library card	88,422	95,194
New Borrowers Number of new registrations for a library card	10,464	10,555
Circulation Number of books and media borrowed by patrons (not digital)	1,225,979	1,176,728
Active Digital Library Users Number of borrowers using the Digital Library	46,479	63,717
Digital Library Checkouts Number of eBooks and eAudiobooks borrowed	184,795	226,471

Description of Program: Provide a unified integrated library system experience for GRRL users

Please describe what you did through this program: **Provide a unified integrated library system experience for GRRL users**

- What was the goal of your program? **Provided a unified library catalog and website for the six-county area**
- Who was served by this program? **Library users in Central Minnesota**
- How did this program contribute to your organization’s mission and strategic plan goals? **Goal: Library users will experience effective and efficient library service and up-to-date library technology each time they use GRRL through a well-maintained infrastructure focused on continuous improvement and process simplification.**

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

Name of measure	FY2023 data	FY2024 data
Public Internet sessions	32,878	34,794
Online catalog requests	348,861	351,099

Description of Program: Enhance communication among staff around the region and provide professional development opportunities.

Please describe what you did through this program: **Enhance communication among staff around the region and provide professional development opportunities.**

- What was the goal of your program? **Enhance efforts to offer effective and welcoming library service.**
- Who was served by this program? **Library users in Central Minnesota**
- How did this program contribute to your organization’s mission and strategic plan goals? **Objective 1: Increase training to support access and awareness.**

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

Name of measure	FY2023 data 2023 Qtr 2 cumulative	FY2024 data 2024 Qtr 2 cumulative
Regional Staff meeting	36	39
All Staff Day attendees	Scheduled in October	Scheduled in October
Patron Service Power Up attendees	37	Scheduled in August
Organizational Orientation attendees	46	24
Summer Reading Program training attendees	38	32
Homeless Library Academy attendees	106	122

Summary of Expenditures

Please complete the spreadsheet that accompanies this form.

Explain expenditures that varied 10% or more from the FY24 state aid application: [Click here to enter text.](#)

Regional Library System Name: Great River Regional Library	
State Fiscal Year 2024	
Summary of Expenditures	
	Amount
Personnel Expenses	
Salaries and Wages	\$1,912,810
Benefits	
Staff Development, Tuition and Other Reimbursements	
Total Personnel Expenses	\$1,912,810
Total FTE Supported	35
Operating Expenses	
Telephone (voice and data)	
Telecommunications	
Computer Software and Software Licensing	
Other Technology Equipment	
Printing and Copying	
Postage and Delivery	
Travel and Mileage	
Rent	
Operating Leases or Rentals	
Utility Services	
Repairs and Maintenance Services	
Insurance	
Dues and Memberships	
Audit	
Board expenses, including per diem	
Materials and Supplies	
Other (please specify)	
Total Operating Expenses	\$0
Program Expenses	
Consulting Fees/Fees for Services	
Services Purchased from Other MN Joint Powers Agencies	
Automation System	
Delivery	
Vehicles	
Equipment	
Travel and Mileage	
Scholarships/Direct Member support	
Library Materials and Collections	
Communications and Marketing	
Staff Development	
Materials and Supplies	
Workshops and Events	
Other Contracted services	
Food and Beverages	
Other (please specify)	
Total Program Expenses	\$0
Total State Aid Expenditures	\$1,912,810

September 17, 2024

Executive Director Report September 2024

Leadership Support Team (LST)

The past two months of meetings have focused on project communication, work group updates and looking ahead to the strategic plan update.

The 2026-2030 Strategic Plan is due to State Library Services by the end of 2025. LST reviewed county strategic goals and the Public Library Association (PLA) Benchmark tool as potential resources for planning. One challenge we have is GRRL is a unique library entity – serving communities as large as St. Cloud and as small as Grey Eagle. The PLA Benchmark tool compares peer libraries based on total population and budget size, which typically means urban locations are compared with GRRL. The Edge benchmarking tool that was used in our last strategic plan update is no longer available to GRRL in the same format. We have also submitted a proposal to the University of Michigan School of Information (UMSI) to have a student group develop a St. Cloud area community profile. We worked with UMSI several years ago to analyze library activity changes from going fines free on juvenile materials.

Project evaluation is also an LST focus this year. Different projects will be evaluated in the coming months to help us make informed decisions about what is working and what may need to change.

Staffing Work Group

The Staffing work group shared updates at the Regional Staff Meeting in August. We shared information on how the concept of transactions per open hour. This metric will help inform staffing decisions regarding the minimum level of staffing needed at a library based on how many people are using services. We are also moving toward more standardized schedules due to changes in what appeals to current job seekers. Ideally, we want to prioritize longer shifts over fewer days. This aligns with information from recent exit interviews.

The work group still needs to look into open hour schedules in relation to heat maps (busy times) and compare with other area businesses. We may need to adjust the open hours added in 2022 due to challenges in filling shifts in some locations.

Diversity, Equity and Inclusion (DEI) Team

The DEI Team had its first meeting on August 15. We spent the meeting getting to know the team, establishing roles, creating ground rules, and beginning to brainstorm ideas and goals for the future of the team and the coming year. The first ground rule that we put in place was "Decisions will be made in the best interest of the GRRL ecosystem based on current and future needs" for some insight into the minds of the group. The next meeting is this Tuesday, Sep. 10. The team will define DEI at GRRL, evaluate progress, and make recommendations for the 2026-2030 GRRL Strategic Plan. The team's work will be aimed at increasing the feeling of welcoming and belonging at the library.

County Budget Presentations

Since the July meeting, we have presented budget information to each of the county boards, with the exception of Morrison County. Morrison's budget parameters this year meant GRRL did not need to present because their share of funding would be decreasing in 2025. Thanks to Associate Director – Accounting Amy Anderson who co-presented with me.

Council of Regional Public Library System Administrations (CRPLSA)

CRPLSA met in Mankato at the end of July. State Library Services shared updates about training options that will be available statewide soon. They are working with United for Libraries to offer online board training. They will also be offering Safe Library training for staff. Minitex is leading a statewide collaborative professional development effort. Through Minnesota Minneapolis Community & Technical College, library staff will be able to attain certification and receive free college credit in collection development and technical services. This is in anticipation of needs created from the new state legislation regarding library collection development.

Highlighted Executive Director Activities since July Board Meeting

July 17 – LST Board follow-up meeting, Fund Development Committee training
 July 18 – Compensation study meeting with DDA
 July 23 – Meeting with Schlenner Wenner audit firm, compensation study meeting with DDA
 July 25-26 – CRPLSA meeting in Mankato
 July 29 – Paylocity planning call
 July 30 – Stearns County budget presentation
 July 31 – LST meeting, MCIT training
 Aug. 1 – Create CommUNITY Advisory Board meeting, MLA Legislative Forum
 Aug. 5 – Day at the Desk in Delano, LSC 1:1 orientation with Lisa Pudlick
 Aug. 6 – Sherburne County budget presentation, Paylocity Project intro call
 Aug. 8 – Compensation study meeting with DDA, Stearns County Human Services Advisory Committee
 Aug 9 – CMLE Executive Committee meeting in Cambridge
 Aug. 12 – LST meeting, Career Solutions Program Committee meeting
 Aug. 13 – Wright County budget presentation, Howard Lake visit, SCPL fund meeting
 Aug. 14 – Paylocity Onboarding meeting, Regional directors lunch, Paylocity Touchpoint meeting
 Aug. 15 – DEI Team meeting, Board orientation with Commissioner Tarryl Clark
 Aug. 16 – Paylocity Time & Labor alignment meeting
 Aug. 19 – Staffing work group, Benton County budget presentation, UMSI meeting
 Aug. 20 – Todd County budget presentation
 Aug. 21 – LST meeting, MCIT training, Paylocity Touchpoint meeting
 Aug. 26 – Paylocity Onboarding review meeting
 Aug. 27 – Regional Staff Meeting
 Aug. 28 – Paylocity Weekly Touchpoint meeting
 Aug. 29 – Paylocity live webinar – first punch
 Aug. 30 – Paylocity Time & Labor implementation
 Sept. 3 – Paylocity Onboarding Adoption/Touchpoint call
 Sept. 4 – Compensation study meeting with DDA, Paylocity Weekly Touchpoint meeting
 Sept. 5 – Paylocity employee rollout discussion
 Sept. 9 – Paylocity Develop & Engage review, Paylocity live webinar – scheduling, test payroll
 Sept. 10 – DEI Team meeting
 Sept. 11 – Test Payroll, Paylocity Weekly Touchpoint meeting
 Sept. 12 – Paylocity training, Stearns County Human Services meeting
 Sept. 13 – CRPLSA directors lunch
 Sept. 17 – Paylocity performance review call

Managements Reports September 2024

Amy Anderson
Associate Director – Accounting

Accounting

The summer closes for the Accounting department with presentations to signatories of the 2025 Great River Regional Library (GRRL) budget. The update includes highlights from around the region and an overview of each signatory’s 2025 contribution to the budget.

A fleet delivery van has been purchased from Goodguys Motor Company in Waite Park to replace the 2018 Ford Transit. This \$42,000 capital vehicle expense was approved in March 2023. The search for a replacement vehicle took some time as inventory bottlenecks for Ford Transit vans continues after the pandemic. A 2022 Ford Transit van that was used as a lease vehicle replaces GRRL’s 2018 and 2016 models, which were used as trade-ins.

The Paylocity migration continues to stay on task for a September 15 live date. This is the day that employees will start using the Paylocity platform and discontinue use of ADP. A demographic data extraction from ADP has been completed. A test payroll process is scheduled in September. The Paylocity team will also assist GRRL through the first two payroll cycles after migration to ensure a smooth transition.

Investments

The savings rate for MAGIC liquid was 5.26 percent on August 31. On this same day, the GRRL investment portfolio’s average rate of return was 5.12 percent. There are eight certificate maturities remaining in 2024.

Several local investments were made in July. Certificates of deposit were added at Trustone Financial Credit Union and MidCountry Bank. This brings the number of certificate of deposit investments at local financial institutions to six. There are \$1.486 million invested within the six county region.

These developments align with Goal 1 of the Strategic Plan Priority of Operational Excellence and the objective of maximizing library financial investment options.

Matured CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Financial Federal Savings Bank	07/16/2024	\$236,000	5.55%	\$ 13,452.00
Minnesota National Bank	07/19/2024	\$250,000	3.85%	\$ 9,809.64
Nexbank, TX	08/12/2024	\$239,000	5.60%	\$10,240.99
Mission National Bank, CA	08/20/2024	\$236,000	5.45%	\$13,216.00

Purchased/Renewed CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Financial Federal Savings Bank	01/13/2026	\$231,000	5.05%	\$17,935.73
First Priority Bank	07/17/2026	\$226,000	5.00%	\$23,278.00
Minnesota National Bank	07/22/2025	\$250,000	5.15%	\$13,183.29
Trustone Financial CU	08/23/2025	\$236,005	5.01%	\$12,268.15
Midcountry Bank	02/23/2025	\$250,000	4.90%	\$ 7,233.97
First State Bank of AR	08/21/2025	\$237,000	4.95%	\$12,087.00
First Internet Bank, IN	08/14/2025	\$237,000	5.00%	\$12,205.50
Nexbank, TX	02/10/2026	\$233,000	4.70%	\$16,873.35

Letter(s) of Credit

GRRL holds Letters of Credit Nos. 1004314 and 1004460 issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank for \$600,000 and \$50,000. The letters are dated August 16, 2024, and August 22, 2024, respectively.

Jeannette Burkhardt
Patron Services Supervisor

Staffing

We welcomed Christina Heitz as the new Library Services Coordinator (LSC) in Rockford. She was promoted from Library Assistant and has been settling in over the last couple of months.

Summer Reading Challenge

The Summer Reading Challenge was successful again this year. Many of the southern branches saw increases in the total number of participants. It was interesting to see that many of the increased participants were in the teen age group.

Extended Access Pilot

In July, a small group of GRRL staff visited the Elko New Market Library in Scott County. This library is one of seven Scott County Libraries that has “Extended Access.” The visit allowed the group to ask questions, see the site, and determine what roadblocks might need to be addressed as continued thought is put into this concept for GRRL.

Brandi Canter
Lead Patron Services Supervisor

Public Services Team

The Public Services Team met on August 20 after a two-month hiatus. The group shared information about the July Horizon migration, and it was agreed that it went as smoothly as one could hope. We also shared data showing a significant drop in the number of notices mailed to patrons. This is largely due to the decision to use phone calls or email only to notify patrons when their requested items are available. This change was made due to increasing postage and delivery delays for patrons to receive their notices.

We received staff feedback requesting a change to how staff search for items in the catalog. Before we recommend any changes, we wanted to know more about how staff in multiple departments use the search function in Horizon. We have created a survey that will be open through September 21 to gather more feedback.

We also learned that some of the address abbreviations we use in our database might not align with updated U.S. Postal Service guidance. We will look into this further at our September meeting and hope to provide updated guidance for staff before year-end.

Delivery Evaluation and Planning Work Group

The Delivery Evaluation and Planning work group met in July and August. We reviewed the feedback received so far from our pilot project to use plastic totes for some weeded items. Staff shared concerns about the weight of totes, even when only half full. Also, the ergonomics of handling totes are different from bags – carrying the weight in front of your body instead of at the side. Additionally, some locations do not have space in their current work areas for the larger totes. In one location, the replacement of bags with totes resulted in a tripping hazard for staff.



On the other hand, the totes stack better in delivery vans. This could potentially result in the ability to purchase smaller and less expensive vans. Totes are also easier and cheaper to replace if damaged.

The very good news shared at our August meeting was that GRRL was able to purchase a low-use 2022 van to add to our fleet. In the weeks since the team met, GRRL has traded in the 2016 and 2018 vans for the new 2022. *(Thank you Marla, Monticello Library Services Coordinator, for the picture.)*

Automated Materials Handling System and Collection Security Work Group

At our July 9 meeting, the group turned our attention from automated materials handling systems (AMHS) to radio frequency identification (RFID) technology. We met with staff from Carver County to find out more about their experiences shifting from a system like ours where items are checked in and out using barcodes to one that uses RFID tags.

The Carver staff shared that they would recommend RFID. They like that it allows for faster and more accurate processing of items. They said RFID works especially well with self-checkout machines and AMH systems for returns. They saw a decrease in claimed return items overall. However, they emphasized that staff still had to manually check to make sure media items were in their cases.

In August, the group held a Zoom meeting with a sales representative from TechLogic, the vendor of the current St. Cloud AMHS. He shared some of the improvements in the technology, how it integrates with RFID, and steps involved in converting to RFID. He has offered to come onsite with an engineer to assess our current AMHS and make recommendations for how it could be updated and/or better maintained.

In early September, we met to review our progress and identify our priorities for the rest of the year. We hope to take a field trip to Carver County so that we can see RFID and a newer AMHS in action. We will have a recommendation for the Leadership Support Team (LST) by the end of the year about whether to pursue updating our AMHS and moving toward RFID.

Breanne Fruth
Communications & Development Coordinator

Fundraising

The Communications & Development department is planning for our annual fall Friends Meet Friends event. This year we are collaborating with East Central Regional Library. Friends of the Library groups from both regional library systems received Save-the-Date mailed invitations. The event is September 20 from 1-3 p.m. at the Cambridge Public Library. The Cambridge Friends of the Library will be our featured speaker, and they will be sharing their advocacy efforts.

GRRL's 2024 Year-End Campaign will begin in October and run through January 2025. The campaign timeline is as follows:

- October: appeal letter mailed to Board of Trustees and Friends of the Library members; email (with letter attached) to GRRL staff from Executive Director
- November: appeal letter mailed to donors from the past three years
- December: donor newsletter *Currents* mailed
- January: reminder letter mailed to donors who have not yet given to the campaign

Our goals for 2024 Year-End Campaign:

- Dollars raised: \$94,000
- Number of gifts: 1,212
- Average gift: \$78

Communications

September is Library Card Sign-Up Month. This year we are promoting the month by announcing the winners of the Library Card Design Contest. Back in June 2024, GRRL welcomed artists of all ages to submit designs for new library cards! Anyone living in GRRL's service area could participate by illustrating our next library card. The artwork was judged based on creativity, design, and how well it communicates why they love their library. We had an astonishing response in participation, with 561 submissions from 452 kids, 64 teens, and 45 adults from across the GRRL region.

Our three winners are from three categories:

- kids (ages 0-12): Joshua, whose home library is in St. Cloud
- teen (ages 13-19): Emily, whose home library is in St. Michael
- adult (ages 20+): Abigail, whose home library is in Buffalo

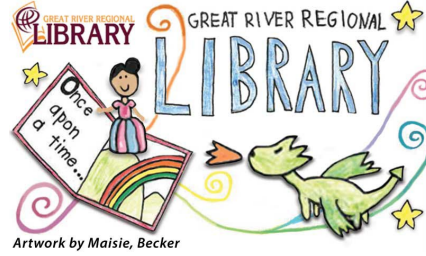
Beginning September 3, the design cards are available while supplies last. For those who sign-up for a library card or have an expired card, you may select your design card for free upon sign-up. For those who are current library cardholders, you can upgrade your library card for \$1 to select a design (that comes with a new barcode).

Also in promotion of September Library Card Sign-Up Month, we are using other library card design submissions on digital billboards throughout St. Cloud, Clearwater, Rice, and Little Falls. Here are what some of the digital billboard designs look like:





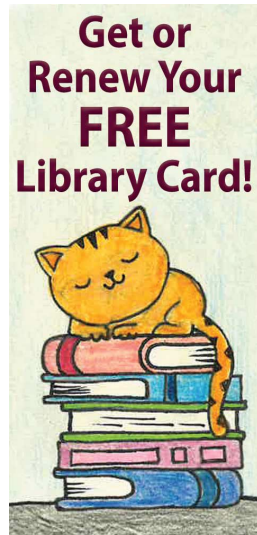
Get or Renew Your FREE Library Card!
 Artwork by Tricia, Long Prairie



Get or Renew Your FREE Library Card!



Artwork by Tricia, Long Prairie



Artwork by Emily, St. Michael



**Cara Langston
 Patron Services Supervisor**

Summer Reading Challenge and Programming

Northern branches wrapped up a strong Summer Reading Challenge, and they are starting to look to the fall and winter months for planning. Staff will work on program improvement by taking part in the GRRL M3 Huddle later this month. I am excited to see what we learn during the interactive M3 process, which will give LSCs a chance to evaluate and reflect on library programming in a new way.

Little Falls Library

In Little Falls, Jade Lauber accepted the Little Falls Library Services Coordinator position. We are excited to have her permanently join the team.

Youth Advisory Committee

For the Youth Advisory Committee, I reached out to past members. After confirming our returning members, we are preparing to advertise for new members. We plan to meet officially in October after recruiting new members.

Jay Roos
Associate Director – Information Technology

Paylocity Migration

Information Technology (IT) has had a larger than expected role in the Paylocity implementation to date. The department configured settings around geofencing, IP access restrictions, and time clock kiosks. All library catalog computers were reconfigured to allow staff to use them as one of several time clock options. By doing this, GRRL was able to avoid purchasing dedicated time clock equipment for each library. This approach will be evaluated after staff have been clocking for a while.

Horizon Server Upgrade

In March, the Board approved our request to migrate our Horizon Integrated Library System to a new server. The migration completed on July 16 with no major issues, and only a few minor adjustments were needed in the following days. The migration put GRRL on a supported server operating system and a path to continue to receive updates and enhancements for Horizon.

Computer Replacement

Our 133 public service staff computers are five years old and due to be replaced. All 32 locations will receive two or more new computers from this batch. The bulk of the computers to be replaced are at locations other than St. Cloud. The replacements have been ordered, and we await shipping. Barring unexpected issues or projects, we aim to complete the replacement by year's end or shortly thereafter.

Jami Trenam
Associate Director – Collection Development

Howard Lake's New Library, Site Visits in Rockford and Delano

I spent late July and early August assisting LSC Nicole Wilson and Patron Services Supervisor (PSS) Jeannette Burkhardt prepare Howard Lake's collection for the move into the new library space. What a highlight of the year! Nicole recruited everyone from high school football players to board members to pack and re-shelve library materials. The new space has beautiful built-in shelving to highlight materials purchased to celebrate the occasion. Congrats to the Howard Lake community – the library will be a treasure for years to come.

I had initial site visits at the Rockford and Delano libraries to assess the collection layouts. I look forward to working with our newest LSCs to update the collections in both locations.

Merchandising and Weeding Training

Fun fact: Patron Services Specialist Beth Ringsmuth Stolpman and I share a background working in bookstores. Over the past few years, we collaborated to bring merchandising concepts into the library to enhance browsing for patrons. Beth piloted the ideas with staff in Buffalo, Elk River, and St. Cloud. She incorporated staff feedback and retail best practices into GRRL's official Collection Merchandising Guide. The guide illustrates best practices for marketing the collection such as facing-out book covers on shelves. We introduced the guide at our August Regional Staff Meeting. Kudos to Beth for bringing merchandising to life in our libraries!

I presented a two-hour workshop on collection management for our LSCs on August 28. The hands-on training session focused on tools to remove damaged items from the collection and refresh local library collections.

Nichol Wojcik
Associate Director – Human Resources

It has been a very busy few months in Human Resources!

Paylocity Migration

We started our Paylocity implementation the end of July, and it has been nonstop. We have three implementation specialists (Human Resources, Payroll, and Time & Labor) that we meet with individually most weeks as well as a weekly touchpoint call. We started rolling out training to supervisors to get them ready for our first punches. We will begin rolling out training to all staff the week of September 9 in order to be ready for a September 16 first punch date. While this project has taken a lot of focus, all of us on the implementation team are excited about what we are seeing in the system and confident we will see huge returns in efficiency over our current vendor.

Staffing

We slowed down with hiring over the past month or so to avoid as much dual maintenance in two Human Resource information systems as possible. We also would like to make sure the onboarding module in Paylocity is ready before we bring on too many new hires. Thankfully, turnover has not been high.

Building Reports September 2024

Jeannette Burkhardt
Patron Services Supervisor

Buffalo

The carpeting project for the Buffalo Library is on track to start on Monday, Sep. 23. Work will be done during the overnight hours so there will be minimal to no disruption in services provided to the community.

Elk River

The City of Elk River is looking at the cost to replace the current flooring and shelving throughout the building.

Howard Lake

The new library facility is open and serving patrons of Howard Lake and the surrounding communities! The building is light, airy and bright. Howard Lake staff and staff from St. Cloud, along with a large group of volunteers from the community and high school, quickly moved all the materials, equipment and staff necessities to the new library facility the week of August 5-10.

The Dedication/Grand Opening of this building is planned for Monday, Oct. 28, 6-8 p.m. All are invited!



Monticello

Monticello Library's carpeting project dates have been confirmed. The branch will have carpet removed from the conference room, programming room and small study areas while the library is open.

Carpeting in these areas will take place after October 16. They will be used during the larger carpet removal as storage and staging areas. The main carpet removal and replacement will take place starting October 28 and result in the Monticello Library being closed for two weeks. Plans are to reopen on Tuesday, Nov. 12, due to the Veteran's Day holiday.

Brandi Canter
Lead Patron Services Supervisor

Paynesville

The current facility has presented recent challenges for staff. There are signs again of water intrusion, and a sticky front-door lock meant the library had to open an hour late on Saturday, Aug. 31, while public works staff made repairs. We appreciate their quick response to staff concerns.

The Paynesville City Council approved a land exchange that will provide the two parcels of land behind Washburne Court for a new library. The deal has the city swapping a parcel of land to construct a parking lot for the Koronis Place Assisted Living facility and the Paynesville Health Care Center. The two lots the city receives would be for a new public library and is one of the example sites used by students from North Dakota State University in their library design project. In October, members of the ad hoc Library Board and city staff will visit the new Howard Lake library to get more ideas and insights into the planning and building process.

St. Cloud

City workers completed some much-needed landscaping work around the library. Workers pulled weeds from around the building, along the staff entrance, and on the green roof. They also spread wood-chip mulch in the planter beds around the building.

Repairs were completed on the mechanical shades in the Array room. We have received positive feedback for the upgraded lighting system in the Mississippi room. The new system makes it much easier to control lighting zones and needs depending on whether there are speakers, a PowerPoint or video, etc.

Wednesday, Aug. 28, the St. Cloud Library delayed opening due to a significant plumbing clog and cracked pipes at the join from the building out to 12th Avenue. The second floor public toilets had been backing up periodically for the week prior. Fortunately, the immediate problem was resolved in just one morning, and we were able to open to the public at 12:30 p.m. Much gratitude to Brian Schoenecker, St. Cloud Assistant Public Works Director, who was onsite for much of the morning and helped move decision-making quickly. Additional pipes in the basement need replacing, which Brian is working on with the city.

Two other significant facility issues have arisen with the St. Cloud facility. The staff elevator has been out of order since September 4 due to a faulty controller board. We are working with the city to get a second quote for the work. In addition, one of the interior front glass doors is again swinging too fast, so staff contacted a local glass company to do repairs.

Waite Park

The city is planning to upgrade the lighting with new LED bulbs that will be both brighter and more efficient.

**Cara Langston
Patron Services Supervisor**

Cold Spring

The fundraising committee has met at least once. There has been no additional building news.

Little Falls

Final fixes took place on damages from the June electrical storm. Bats have been active in the last month with nine found in August alone.

Long Prairie

Air conditioning on the library side of the building stopped working, and the entire system will need to be replaced.

Sauk Centre

Rain continues to infiltrate the basement by the exit stairs. City staff continues to troubleshoot.

Upsala

The city worked with Sytek, the library building owner, to patch the crumbling foundation and add gutters. This was tricky because the repairs were in a narrow space between the library and a neighboring building. In addition, the city removed a bookcase from behind the circulation desk due to water damage from the same foundation problem. Currently, the patch and gutters seem to be working and the humidity in the library is decreasing.

2024 Summer Reading Challenge Participants										
	Age 3 and under			Age 4 - 6th Grade			6th - 12th grade			Branch Total
	Paper	Beanstack	Total	Paper	Beanstack	Total	Paper	Beanstack	Total	
Albany	46	4	50	317	18	335	78	1	79	464
Annandale	35	6	41	182	8	190	20	0	20	251
Becker	46	15	61	319	67	386	37	8	45	492
Belgrade	11	5	16	47	8	55	15	3	18	89
Big Lake	51	7	58	422	26	448	45	1	46	552
Buffalo	123	16	139	531	26	557	147	5	152	848
Clearwater	21	3	24	105	4	109	28	1	29	162
Cokato	60	4	64	196	9	205	53	1	54	323
Cold Spring	38	9	47	246	35	281	44	3	47	375
Delano	103	6	109	469	17	486	78	6	84	679
Eagle Bend	4	0	4	47	3	50	12	0	12	66
Elk River	171	17	188	1,027	68	1,095	178	8	186	1,469
Foley	20	4	24	262	20	282	54	6	60	366
Grey Eagle	3	1	4	9	5	14	9	1	10	28
Howard Lake	25	2	27	114	12	126	22	1	23	176
Kimball	13	1	14	87	2	89	20	1	21	124
Little Falls	55	10	65	230	21	251	59	2	61	377
Long Prairie	10	3	13	86	4	90	43	0	43	146
Melrose	25	3	28	182	7	189	81	0	81	298
Monticello	94	10	104	505	28	533	137	8	145	782
Paynesville	23	2	25	137	15	152	25	2	27	204
Pierz	13	4	17	158	4	162	22	0	22	201
Richmond	6	5	11	75	16	91	20	1	21	123
Rockford	25	0	25	137	6	143	30	1	31	199
Royalton	26	5	31	80	15	95	17	0	17	143
Sauk Centre	46	6	52	210	15	225	46	0	46	323
St. Cloud	164	50	214	919	263	1,182	65	19	84	1,480
St. Michael	181	14	195	1,457	82	1,539	234	9	243	1,977
Staples	22	8	30	162	9	171	30	4	34	235
Swanville	3	0	3	38	0	38	5	0	5	46
Upsala	9	2	11	76	13	89	30	1	31	131
Waite Park	31	3	34	160	38	198	43	10	53	285
Totals	1,503	225	1,728	8,992	864	9,856	1,727	103	1,830	13,414

Survey of parents and participants about the Summer Reading Challenge on Beanstack

Will you/your children participate in future Summer Reading Challenges?

Yes	88
No	0
Maybe	11

How did the Summer Reading Challenge impact the amount of time you and/or your children spent reading?

Much More	29
Somewhat More	47
No Change	21
Somewhat Less	1
Much Less	0

How did the Summer Reading Challenge impact the number of books your child read?

Much More	29
Somewhat More	45
No Change	23
Somewhat Less	1
Much Less	0

How did the Summer Reading Challenge impact the number of library visits your child made?

Much More	42
Somewhat More	27
No Change	27
Somewhat Less	2
Much Less	0

What did you and/or your child like best about the Summer Reading Challenge?*

- Being rewarded for reading and reaching his personal goal of reading for at least an hour a day.
- Doing activities together and reading at bedtime.
- Flexibility for eligible activities.
- Getting into new genres.
- Going to the library and picking out their own books.
- I liked how you can read for goals, get prizes for it, and get more reading in at the same time.
- It rewarded me for something wholesome.
- Prizes!
- Seeing their reading streaks!
- The variety of activities for the young kids (counting, reading, movement, etc.).
- They're loving visiting the library every week for their new books.
- We read a lot in our house, but this challenge does keep us accountable to spending time reading.

**This is a representative sample of the 99 surveys completed.*



2024 Auditing Services Proposal

Submitted by Karen Pundsack, Executive Director

Amy Anderson, Associate Director – Accounting

BOARD ACTION REQUESTED

Information

Discussion

Action Requested

RECOMMENDATION

Approve selection of audit firm for GRRL 2024 audit.

BACKGROUND INFORMATION

Supporting Documents Attached

At the direction of the Board of Trustees, a request for quote process was completed for GRRL’s 2024 fiscal year third-party auditing services.

- An annual audit by an independent auditor is required for compliance with Minnesota State Statute 134.34 and the Government Auditing Standards Board. GRRL policy 300 Financial Chapter 1. Audit Process references these obligations.
- GRRL has partnered with its current provider since 2002.
- GRRL received audit proposals from four Certified Public Accountant firms and have conducted phone, email, and/or in-person interviews with each auditing firm.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ 25,000

Funding Source: 2025 Operating Budget

Budgeted: Yes No N/A

ACTION

Passed

Failed

Tabled

September 17, 2024



Policy Review & Updates

Submitted by Breanne Fruth

Communications & Development Coordinator

BOARD ACTION REQUESTED

Information

Discussion

Action Requested

RECOMMENDATION

Review and approve updates to Communications & Fund Development Chapter 1 policies.

BACKGROUND INFORMATION

Supporting Documents Attached

- GRRL Communications & Fund Development Chapter 1. Communications

Based on GRRL Board discussion in 2023, all policies are being placed on a three-year review cycle. Updates to the Communications policies are minimal.

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: Yes No N/A

ACTION

Passed

Failed

Tabled

800 Communications & Fund Development

Chapter 1. Communications

Introduction

Great River Regional Library takes an active role in promoting its materials and services throughout the community. Through promotional materials, media relations, speaking engagements, and advocacy efforts, GRRL ~~will strive~~strives to increase awareness of library services among users and nonusers, endeavoring to inform all citizens about the various ways the library can enhance their lives. It ~~will~~ promotes to people of all ages, active participation in the varied services offered by the library, and ~~it~~ will encourages their continued support of the library and its mission.

Approved Date: 03/20/12

~~Effective Date: 03/20/12~~

Revised Date: 07/17/18, 09/17/24

Chapter 1A. Media Relations

Contacts to the media initiated by the Library will be made by the Executive Director, Communications & Development Coordinator or designated staff. Library staff are not expected to initiate contact with the media, nor ~~to~~ speak for the library unless authorized to do so.

Contacts initiated by the media should be handled within Communications & Development guidelines. Contacts regarding an emergency or crisis situation should be directed to the Executive Director or Communications & Development Coordinator. Official statements to the public and the media will be made by the Executive Director or an appropriate designee.

Approved Date: 03/20/12

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Revised Date: 07/17/18, 09/17/24

Chapter 1B. Advocacy

GRRL will seek out opportunities to promote its services and advocate for the library to community groups. The Executive Director or designee will approve speaking engagements or other public presentations made by library staff on behalf of the library.

As a vital part of Central Minnesota, GRRL will champion sufficient funding and recognition for the library and invite the public to join in this effort. Staff will stay ~~well informed~~well informed on local, state, and national issues and proposed legislation that may affect GRRL. Staff will advocate, support, defend and speak out about library issues at board meetings or hearings, as well as with citizens, government leaders, and elected officials. GRRL staff will communicate regularly about the library's services and cultivate effective working relationships with key government officials.

Approved Date: 03/26/06

~~Effective Date: 03/26/06~~

Revised Date: 05/11/10, 03/15/11, 03/20/12, 07/17/18, 09/17/24

Chapter 1C. Marketing Services Support for Various Support Groups

Marketing resources will be provided by the GRRL Communications & Development Department to support local library advocacy efforts. This support will include materials for the establishment of a Friends of the Library organization in a branch community, such as posters for organizational meetings and membership brochures. Marketing resources will be available for GRRL programs co-sponsored with Friends groups.

All costs for services outsourced to vendors and suppliers (i.e. brochure printing or advertisements) will be the responsibility of the Friends of the Library group. The GRRL logo must be placed on materials prepared with the assistance of GRRL staff and resources.

Marketing resources will be available for Friends fundraisers if the project will generate funds that will benefit ~~the~~ GRRL or a branch library. Materials for these events must state the proceeds will benefit "GRRL and [BRANCH] Library," and proceeds must be directed to GRRL, where they can be designated for a specific purpose or branch. Marketing support will not be available for Friends fundraisers that solely raise funds for the Friends.

Approved Date: 03/26/06

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Revised Date: 05/11/10, 03/15/11, 03/20/12, 07/17/18, [09/17/24](#)



2026-2030 Strategic Plan Process & Timeline

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

Information

Discussion

Approve/Accept

RECOMMENDATION

Approve timeline and process for updating GRRR Strategic Plan.

BACKGROUND INFORMATION

Supporting Documents Attached

- 2021-2025 GRRR Strategic Plan

The current GRRR Strategic Plan extends through December 2025. An updated plan is due to State Library Services by December 31, 2025, and is required for Regional Library Basic System Support funding.

Recommend the following areas be reviewed and updated:

- Maintain Mission, Vision, Core Values and Theory of Change
- Review Strategic Priorities – create new goals and objectives
- Look at adding focus to the individual library level

PROPOSED PROCESS AND TIMELINE

2024-25 – Evaluate progress and identify community needs – Leadership Support Team

- Create a strategic plan committee with board, management, and staff representatives.
- Work with University of Michigan School of Information (UMSI) on St. Cloud area community profile. Possibly duplicate for other larger communities in the service area.
- Review SCSU user/non-user survey results and compare with 2018 survey results.
- Review strategic plan statistical targets.
- Meet with city stakeholders to discuss shared long-range goals.

- Compile community goals from existing partners – counties, cities, economic development, workforce development, educational partners.
- Review 2024 GRRL Staff Engagement Survey, compare with prior years, and discuss with staff focus group.
- Review and incorporate recommendations from the staff DEI Team, Youth Advisory Council, and Fund Development Committee.
- Create subcommittees from Library Services Coordinators and Patron Services Coordinators of each tier group and create local goals for each tier.

October 2025 GRRL Board work session – review recommendations and findings for strategic plan update

Synthesize workshop feedback into final 2026-2030 Strategic Plan – Leadership Support Team

November 2025 Board meeting – Review and approve plan

Postpone Library Development Plan and Fundraising Plan updates to 2026 to incorporate updated strategic direction

FINANCIAL IMPLICATIONS

Estimated Cost: N/A

Funding Source: N/A

Budgeted: Yes No N/A

ACTION

Passed

Failed

Tabled



2022-2025 GRRL Strategic Plan

Strategic Priorities, Goals and Objectives

OVERVIEW

For over 50 years, the residents of Benton, Morrison, Sherburne, Stearns, Todd and Wright have looked to Great River Regional Library for excellent and efficient public library services.

Our new long-range plan outlines how we will improve and enhance the lives of our residents and users. We aim to be the place where people in our communities can find and use trusted information they need to thrive.

MISSION & VISION

Mission: Explore, Learn, Connect.

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

Theory of Change: People in our communities can find and use trusted information they need to thrive.

CORE VALUES

Core Values: Great River Regional Library is a **PATRON CENTERED** organization, and we express this commitment through three **Core Values**:

EXCEPTIONAL SERVICE

- We are an **empowered, knowledgeable staff**.
- We speak and act with **honesty** and **integrity**.
- We operate with **respect for all**, and **appreciate our opportunity to serve**.
- We provide **free and equal access to information**.

FORWARD THINKING

- We **challenge ourselves** to always do better.
- We explore **innovation and new ideas**.
- We are **responsive** to a changing world, and will **build on past success**.
- We promote **lifelong learning**.
- We **anticipate future service needs**.

COMMUNITY FOCUS

- We build **trust** with one another, and operate as a **team**.
- We **communicate** openly.
- We **create partnerships** throughout the communities that we serve, to **promote our libraries and services**.
- We are **inclusive**, and **embrace diversity**.

STRATEGIC PRIORITIES

Strategic Priority: Literacy

Our communities develop a strong culture of literacy.

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

Objective 1: Increase regularly offered virtual regional programs in areas identified in Edge benchmarks:

- How to use online government resources.
- Job search, workforce skills or professional certification.
- Using online health and wellness resources, including electronic health care.
- Small business development and entrepreneurship.
- Using or navigating online educational content resources.
- How to become a citizen.

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

Objective 3: Enhance the physical collection of library materials.

Strategic Priority: Access

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

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

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

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

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

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

Strategic Priority: Library Awareness

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

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

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

Objective 2: Increase awareness of digital tools.

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

Objective 4: Build GRRL's culture of philanthropy.

Goal 2: Develop partnerships and collaboration with community organizations.

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

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

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

Objective 4: Increase donor support of the library.

Strategic Priority: Operational Excellence

We use resources effectively and anticipate future needs.

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

Objective 1: Increase training to support access and awareness.

Objective 2: Improve recruitment processes and job descriptions.

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

Objective 4: Continue efforts to address diversity, equity & inclusion in the library.

Objective 5: Maximize library financial investment options.

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

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

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