



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

**Board of Trustees Meeting**  
**Tuesday, November 19, 2024, 6:30 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** 6:30
- 2. **Introduction of New Board Member & Oath of Office** (verbal) 6:31
- 3. **Adoption/Amendment of Agenda** 6:33
- 4. **Approval of Minutes** – September 17, 2024, Board Meeting ([Requested Action – Approve](#)) pg 3 6:34
- 5. **Appointment of Finance Committee Member** (verbal) 6:35
- 6. **Public Open Forum** 6:36
- 7. **Financials** 6:40
  - 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 7
- 8. **Consent Agenda** ([Requested Action – Approve](#)) 6:43
  - 8.1 Arts & Cultural Heritage Fund FY2023 Interim Progress Report (on table)
  - 8.2 Other
- 9. **Communications** 6:44
  - 9.1 Schlenner Wenner Audit Engagement Agreement pg 15
  - 9.2 Minitex Strategic Priorities & Goals 2024 pg 29
  - 9.3 Minnesota Library Association 2025 Legislative Priorities pg 31
  - 9.4 Other
- 10. **Presentations** 6:46
  - 10.1 Digital Library (verbal)
- 11. **Staff Reports** 7:05
  - 11.1 Executive Director’s Report pg 33
  - 11.2 Management Reports pg 35
  - 11.3 Building Reports pg 41
  - 11.4 Third Quarter 2024 Strategic Plan Objectives & Key Results pg 43
  - 11.5 Staff Recognition Report pg 51
  - 11.6 Employee Engagement and Internal Communication Survey Summary pg 53
  - 11.7 Other

<b>12. Committee Reports</b>	7:20
12.1 Finance Committee (verbal) ( <a href="#">Requested Action – Approve</a> )	
12.2 Personnel Committee (verbal) ( <a href="#">Requested Action – Approve</a> )	
12.3 Fund Development Committee (verbal)	
12.4 Central Minnesota Libraries Exchange Board (verbal)	
<b>13. Unfinished Business</b>	7:35
13.1 2026-2030 Strategic Plan Committee Appointments (verbal)	
13.2 Other	
<b>14. New Business</b>	7:40
14.1 GRRL Policy Review – Conflict of Interest ( <a href="#">Requested Action – Approve</a> ) pg 73	
14.2 Library Open Hours Adjustments pg 79	
14.3 Executive Director Annual Evaluation Summary (verbal)	
14.4 Farewell to Departing Members (verbal)	
14.5 Other	
<b>15. Board Open Forum</b>	7:50
<b>16. Next Meeting</b> – January 21, 2025, Board of Trustees	7:51
<b>17. Adjournment</b>	7:55

**GREAT RIVER REGIONAL LIBRARY  
BOARD OF TRUSTEES MINUTES  
September 17, 2024**

The Great River Regional Library (GRRL) Board of Trustees regular meeting was called to order by President Jayne Dietz on Tuesday, September 17, 2024, at 6:00 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Wayne Bauernschmitt, Teresa Dahl, Tina Diedrick, Jayne Dietz, Melissa Fee, Lisa Fobbe, Lynn Grewing, Laura Kangas, Bobby Kasper, Jacey Wallace

Members Excused: Al Amdahl, Zurya Anjum, Tarryl Clark, Tim Denny, Ed Popp

GRRL Staff Present: Amy Anderson, Tracy Dullinger, Karen Pundsack, Nichol Wojcik

**INTRODUCTION OF NEW BOARD MEMBER & OATH OF OFFICE**

Stearns County Commissioner Tarryl Clark was not present. The introduction and oath of office will take place in November.

**ADOPTION/AMENDMENT OF AGENDA**

Executive Director Karen Pundsack requested an amendment to have item 14.1 Labor Negotiations Discussion follow item 6. Public Open Forum.

Laura Kangas made a motion to adopt the agenda as amended. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

**APPROVAL OF MINUTES**

**Board of Trustees**

**Finance Committee**

Wayne Bauernschmitt made a motion to approve the July 16, 2024, Board and Finance Committee meeting minutes as presented. Seconded by Lynn Grewing, the motion carried unanimously.

**APPOINTMENT OF FINANCE COMMITTEE MEMBER**

Tarryl Clark's appointment to the Finance Committee as the Stearns County commissioner representative will take place in November.

**PUBLIC OPEN FORUM**

Sandy Klocker from Avon thanked the Board for time here and asked them to remove the celebration of Banned Books Week from the GRRL website. She distributed a list with the 10 most banned books in 2023 and stated the numerous reasons for why they are banned. She commented silence is complicity.

Peter Wilson from Sartell thanked the Board for allowing him to speak and requested again to add two books to the GRRL children's collection. He stated that if the library has books on rape and explicit sexual events, it should want books on how this concept came about. If the library is not giving alternatives, it is complicit.

**Labor Negotiations Discussion – Closed Session**

Melissa Fee made a motion to close the Board meeting at 6:10 p.m. for labor negotiations strategy pursuant to Minnesota Statute 13D.03. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

Present for the closed session discussion were the Board members, Executive Director Karen Pundsack, Associate Director – Human Resources Nichol Wojcik, Associate Director – Accounting Amy Anderson, Tessia Melvin of DDA Human Resources, Inc. Susan Hansen of Madden Galanter Hansen, PLLC, attended virtually.

The open meeting resumed at 7:51 p.m.

**FINANCIALS****Bills****Financial Reports****Current Letter of Credit Designation**

Wayne Bauernschmitt made a motion to approve the August and September bills and September bills addendum and to accept the July and August financial reports as presented. Seconded by Lisa Fobbe, the motion carried unanimously.

**CONSENT AGENDA****Regional Library Basic Systems Support FY24 Report of Results****Regional Library Telecommunications Aid FY25 Application**

Tina Diedrick made a motion to approve the consent agenda items as presented. Seconded by Melissa Fee, the motion carried unanimously.

**COMMUNICATIONS**

There were no communications items presented.

**PRESENTATION**

There was no presentation.

**STAFF REPORTS****Executive Director's Report****Management Reports****Building Reports****Summer Reading Challenge Statistics**

Everyone was invited to the Howard Lake Library open house in October. Karen Pundsack provided information about the substantial plumbing problems at the St. Cloud Library. The Summer Reading Challenge had a record number of participants this year.

**COMMITTEE REPORTS****Personnel Committee***Personnel Policy Updates*

The Personnel Committee approved the policy updates as presented.

Jayne Dietz made a motion to approve the Personnel Committee report. Seconded by Lynn Grewing, the motion carried unanimously.

**UNFINISHED BUSINESS**

There was no unfinished business to address.

**NEW BUSINESS****2024 Auditing Services Proposal**

In January, the Board asked management to obtain quotes for GRRL's annual audit services. Amy Anderson stated that four accounting firms submitted proposals and were interviewed.

Lisa Fobbe suggested GRRL obtain bids for audit services every three to five years. Bobby Kasper asked to have a letter of appreciation sent to BerganKDV.

Bobby Kasper made a motion to approve the change to Schlenner Wenner & Co. for GRRL's audit services as proposed. Seconded by Tina Diedrick, the motion carried unanimously.

**GRRL Policy Review and Updates***Communications*

After brief review, Tina Diedrick made a motion to approve updates to the Communications policies as presented. Seconded by Melissa Fee, the motion carried unanimously.

**GRRL 2026-2030 Strategic Plan Process & Timeline Proposal**

Karen Pundsack reviewed the process and timeline for updating GRRL's strategic plan. She recommended appointing Board members and staff to a 2026-2030 Strategic Plan Committee in November. The proposal is to complete a plan update with an appointed committee rather than hire an outside consultant.

Jacey Wallace made a motion to approve the 2026-2030 Strategic Plan Process & Timeline as proposed. Seconded by Lisa Fobbe, the motion carried unanimously.

**Executive Director Annual Evaluation Form Distribution**

Associate Director – Nichol Wojcik distributed the annual performance review form for Karen Pundsack to all Board members. Those absent will receive a form by mail. The deadline for all completed forms is October 11. Board consensus was to have the Personnel Committee present the review to Karen in November.

**Farewell to Departing Member**

The Board acknowledged Leigh Lenzmeier for his years of service as Stearns County's commissioner representative on the GRRL Board. He was unable to attend this evening. Tina Diedrick offered to deliver an appreciation certificate to Leigh.

Karen Pundsack informed the Board that former GRRL Board member Bob Hare passed away. She will send a card to the family on behalf of the Board.

**BOARD OPEN FORUM**

Laura Kangas questioned why Banned Books Week is being highlighted on GRRL's public website. Karen Pundsack replied it is recognized every year by the American Library Association. It speaks to why there are public libraries and raises awareness about book challenges. Tina Diedrick commented that she would rather unite people than divide them.

**NEXT MEETINGS**

The next Board of Trustees meeting will be Tuesday, October 15, 2024.

**ADJOURNMENT**

Jayne Dietz adjourned the meeting at 8:15 p.m.

\_\_\_\_\_  
Jayne Dietz, President

\_\_\_\_\_  
Melissa Fee, Secretary



Effective Date: October 21, 2024  
LETTER OF CREDIT NO. 1005842

Great River Regional Library  
amy@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. 1005842 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 \$550,000.00 ("Stated Amount").

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

- 5. Only you may make a Drawing under this Letter of Credit. Upon the payment to you, to your designee or to your account of the amount specified in a sight draft(s) drawn hereunder, we shall be fully discharged on our obligation under this Letter of Credit with respect to such sight draft(s) and we shall not thereafter be obligated to make any further payments under this Letter of Credit in respect of such sight draft(s) to you or any other person.
- 6. This Letter of Credit shall automatically terminate upon the earlier of (i) the making by you of a Drawing which reduces the available balance hereunder, to \$0, or (ii) the date on which we receive notice from you, signed by an Authorized Officer, indicating that such letter of credit is being returned to the Bank for cancellation, (iii) thirty (30) days following notice from the Bank of a default by the Member pursuant to the various agreements between the Bank and the Member and payment to you on or before such thirtieth (30th) day of the full amount of the letter of credit, and (iv) 12:00 p.m. Iowa time on November 22, 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 Oct 21, 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. 1005842 (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: October 31, 2024  
LETTER OF CREDIT NO. 1006123

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. 1006123 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 \$100,000.00 ("Stated Amount").

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

- 5. Only you may make a Drawing under this Letter of Credit. Upon the payment to you, to your designee or to your account of the amount specified in a sight draft(s) drawn hereunder, we shall be fully discharged on our obligation under this Letter of Credit with respect to such sight draft(s) and we shall not thereafter be obligated to make any further payments under this Letter of Credit in respect of such sight draft(s) to you or any other person.
- 6. This Letter of Credit shall automatically terminate upon the earlier of (i) the making by you of a Drawing which reduces the available balance hereunder, to \$0, or (ii) the date on which we receive notice from you, signed by an Authorized Officer, indicating that such letter of credit is being returned to the Bank for cancellation, (iii) thirty (30) days following notice from the Bank of a default by the Member pursuant to the various agreements between the Bank and the Member and payment to you on or before such thirtieth (30th) day of the full amount of the letter of credit, and (iv) 12:00 p.m. Iowa time on November 22, 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 Locst

Des Moi

By: \_\_\_\_\_

Title: Lead Risk, Money Desk and Cash Analyst Oct 31, 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. 1006123 (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: \_\_\_\_\_



October 2, 2024

Members of Governance  
Great River Regional Library  
St. Cloud, MN 56301

Attention: Library Board

### **The Objective and Scope of the Audit of the Financial Statements**

You have requested Schlenner Wenner & Co. (“we”, “us”, or “our”) audit Great River Regional Library’s (the Library) governmental activities, and each major fund, and aggregate remaining fund information as of and for the year ending December 31, 2024, which collectively comprise the basic financial statements. You have also requested that our audit determine whether the supplementary information is fairly stated in all material respects, in relation to the financial statements as a whole. We are pleased to confirm our acceptance and our understanding of this audit engagement by means of this letter (Engagement Letter).

The objectives of our audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with auditing standards generally accepted in the United States of America (GAAS) and *Government Auditing Standards* issued by the Comptroller General of the United States (GAS) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of controls.

### **The Responsibilities of the Auditor**

We will conduct our audit in accordance with GAAS and GAS. Those standards require that we comply with applicable ethical requirements. As part of an audit in accordance with GAAS and GAS, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, based on an understanding of the entity and its environment, the applicable financial reporting framework, and the entity’s system of internal control, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

- Consider the entity's system of internal control in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the Library's internal control. However, we will communicate to you in writing concerning any significant deficiencies or material weaknesses in internal control relevant to the audit of the financial statements that we have identified during the audit.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Conclude, based on the audit evidence obtained, whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Library's ability to continue as a going concern for a reasonable period of time.

Because of the inherent limitations of an audit, together with the inherent limitations of controls, an unavoidable risk that some material misstatements may not be detected exists, even though the audit is properly planned and performed in accordance with GAAS and GAS. Because the determination of waste or abuse is subjective, GAS does not require auditors to perform specific procedures to detect waste or abuse in financial statement audits.

We will communicate to the Governing Board (a) any fraud involving senior management and fraud (whether caused by senior management or other employees) that causes a material misstatement of the financial statements that becomes known to us during the audit, and (b) any instances of noncompliance with laws and regulations that we become aware of during the audit (unless they are clearly inconsequential).

Our reports on internal control over financial reporting and over compliance for major programs will include any significant deficiencies and material weaknesses in internal control over financial reporting and over compliance for major programs of which we become aware as a result of obtaining an understanding of internal control and performing tests of internal control over financial reporting and over compliance for major programs consistent with requirements of the standards and regulations identified above. Our reports on compliance matters will address material errors, fraud, violations of compliance obligations, and other responsibilities imposed by state and federal statutes and regulations or assumed by contracts; and any state or federal grant, entitlement or loan program questioned costs of which we become aware, consistent with requirements of the standards and regulations identified above.

We will maintain our independence in accordance with the standards of the American Institute of Certified Public Accountants (AICPA) and GAS.

### **The Responsibilities of Management and Identification of the Applicable Financial Reporting Framework**

Management is responsible for:

1. Identifying and ensuring that the Library complies with the laws and regulations applicable to its activities, and for informing us about all known violations of such laws or regulations, other than those that are clearly inconsequential;
2. The design and implementation of programs and controls to prevent and detect fraud, and for informing us about all known or suspected fraud affecting the Library involving management, employees who have significant roles in internal control, and others where the fraud could have a material effect on the financial statements; and



3. Informing us of its knowledge of any allegations of fraud or suspected fraud affecting the Library received in communications from employees, former employees, analysts, regulators, vendors, customers or others.

Management is responsible for the preparation of the required supplementary information (RSI) which accounting principles generally accepted in the United States of America (U.S. GAAP) require to be presented to supplement the basic financial statements.

Management is also responsible for the preparation of the supplementary information presented in relation to the financial statements as a whole in accordance with U.S. GAAP. Management agrees to include the auditor's report on the supplementary information in any document that contains the supplementary information and will indicate that the auditor has reported on such supplementary information. Management also agrees to present the supplementary information with the audited financial statements or, if the supplementary information will not be presented with audited financial statements, to make the audited financial statements readily available to the intended users of the supplementary information no later than the date of issuance of the supplementary information and the auditor's report thereon.

The Governing Board is responsible for informing us of its views about the risks of fraud, waste, or abuse within the Library, and its knowledge of any fraud, waste, or abuse or suspected fraud, waste, or abuse affecting the Library.

Our audit will be conducted on the basis that management and, when appropriate, those charged with governance acknowledge and understand that they have responsibility:

1. For the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America (U.S. GAAP);
2. To evaluate subsequent events through the date the financial statements are issued. Management also agrees that it will not conclude on subsequent events earlier than the date of the management representation letter referred to below;
3. For the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error;
4. For report distribution; and
5. To provide us with:
  - a. Access to all information of which management is aware that is relevant to the preparation and fair presentation of the financial statements including information relevant to disclosures;
  - b. Draft financial statements, including information relevant to their preparation and fair presentation, when needed, to allow for the completion of the audit in accordance with the proposed timeline;
  - c. Additional information that we may request from management for the purpose of the audit; and
  - d. Unrestricted access to persons within the Library from whom we determine it necessary to obtain audit evidence.

As part of our audit process, we will request from management and, when appropriate, those charged with governance written confirmation concerning representations made to us in connection with the audit, including among other items:

1. That management has fulfilled its responsibilities as set out in the terms of this Engagement Letter; and
2. That it believes the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the latest period presented are immaterial, both individually and in the aggregate, to the financial statements taken as a whole.

### **Reporting**

We will issue a written report upon completion of our audit of the Library's financial statements. Our report will be addressed to the Governing Board of the Library. Circumstances may arise in which our report may differ from its expected form and content based on the results of our audit. Depending on the nature of these circumstances, it may be necessary for us to modify our opinion, or add an emphasis-of-matter paragraph or other-matter paragraph to our auditor's report.

If circumstances arise relating to the condition of the Library's records, the availability of appropriate audit evidence or indications of a significant risk of material misstatement of the financial statements because of error, fraudulent financial reporting or misappropriation of assets which, in our professional judgment, prevent us from completing the audit or forming an opinion, we retain the unilateral right to take any course of action permitted by professional standards, including, but not limited to, declining to express an opinion or issue a report, or withdrawing from the engagement.

In addition to our report on the Library's financial statements, we will also issue the following reports:

1. Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with GAS;

### **Records and Assistance**

During the course of our engagement, we may accumulate records containing data that should be reflected in the Library's books and records. The Library will determine that all such data, if necessary, will be so reflected. Accordingly, the Library will not expect us to maintain copies of such records in our possession.

The assistance to be supplied by Library personnel, including the preparation of schedules and analyses of accounts, has been discussed and coordinated with Karen Pundsack, Executive Director. The timely and accurate completion of this work is an essential condition to our completion of the audit and issuance of our audit report.

### **Non-audit Services**

In connection with our audit, you have requested us to perform the following non-audit services:

1. Preparation of the Library's financial statements and related GASB 34 conversion entries
2. Preparation of the Annual Financial Reporting Form (State Report) required by the Office of the State Auditor (if requested)
3. Maintenance of capital asset and depreciation records (if requested)

GAS independence standards require that the auditor maintain independence so that opinions, findings, conclusions, judgments and recommendations will be impartial and viewed as impartial by reasonable and informed third parties. Before we agree to provide a non-audit service to the Library, we determine whether providing such a service would create a significant threat to our independence for GAS audit purposes, either by itself or in aggregate with other non-audit services provided. A critical component of our determination is consideration of management's ability to effectively oversee the non-audit services to be performed. The Library has agreed that Karen Pundsack, Executive Director, possesses suitable skill, knowledge or experience and that the individual understands the non-audit services to be performed and described above sufficiently to oversee them. Accordingly, the management of the Great River Regional Library agrees to the following:

1. Great River Regional Library has designated Karen Pundsack, Executive Director, as a senior member of management who possesses suitable skill, knowledge, and experience to oversee the services;
2. Karen Pundsack, Executive Director, will assume all management responsibilities for subject matter and scope of the non-audit services described above;
3. The Library will evaluate the adequacy and results of the services performed; and
4. The Library accepts responsibility for the results and ultimate use of the services.

GAS further requires that we establish an understanding with the Library's management and those charged with governance of the objectives of the non-audit services, the services to be performed, the Library's acceptance of its responsibilities, the auditor's responsibilities and any limitations of the non-audit services. We believe this Engagement Letter documents that understanding.

#### **Other Relevant Information**

In accordance with GAS, a copy of our most recent peer review report has been provided to you for your information.

#### **Fees and Costs**

Our fees for the services described above are based upon the value of the services performed and the time required by the individuals assigned to the engagement, plus direct expenses. Our fee estimates and completion of our work are based upon the following criteria:

1. Anticipated cooperation from Library personnel
2. Timely responses to our inquiries
3. Timely completion and delivery of client assistance requests
4. Timely communication of all significant accounting and financial reporting matters
5. The assumption that unexpected circumstances will not be encountered during the engagement

If any of the aforementioned criteria are not met, then fees may increase. Interim billings will be submitted as work progresses and as expenses are incurred. Billings are due upon submission.

Our estimated fees for the audit services described in this letter are as follows:

<u>Service</u>	<u>Amount</u>
Financial Statement Audit	\$23,000

In the event that additional services are requested, outside of the scope of the audit, such services will be billed at our normal hourly rates.

#### **Use of Subcontractors and Third-Party Products**

We may, in our sole discretion, use qualified third-party service providers to assist us in providing professional services to you. In such circumstances, it may be necessary for us to disclose Confidential Information and Personal Information (as such terms are defined below) to them. We may share your information, including Confidential Information and Personal Information, with these third-party service providers; provided that such recipients are bound by written obligations of confidentiality. You acknowledge and agree that our use of a third-party service provider may involve the processing, input, disclosure, movement, transfer, and storage of your information and data outside of our technology infrastructure. We will be responsible to you for the performance of our third-party service providers, solely as related to the services performed under this Engagement Letter, subject to all limitations and disclaimers set forth herein.

We also may provide services to you using certain third-party hardware, software, equipment, or products (collectively, "Third-Party Products" and each, individually, a "Third-Party Product"). You acknowledge that the use of a Third-Party Product may involve the processing, input, disclosure, movement, transfer, and storage of information provided by or on behalf of you to us, including Confidential Information and Personal Information, within the Third-Party Product's infrastructure and not ours. You further acknowledge that the terms of use and service, including, but not limited to, applicable laws, set forth in the end-user license, end-user subscription agreement, or other end-user agreement for such Third-Party Product (collectively, "EULA(s)") will govern all obligations of such licensor relating to data privacy, storage, recovery, security, and processing within such Third-Party Product's infrastructure, as well as, the service levels associated with such Third-Party Product. You hereby consent to the disclosure of your information, including your Confidential Information and Personal Information, to the licensors of such Third-Party Products for the purpose described herein.

To the extent Schlenner Wenner & Co. gives the Library access to a Third-Party Product in connection with the services contemplated herein, the Library agrees to comply with the terms of any applicable EULA for such Third-Party Product, and the Library shall be solely responsible for the improper use of a Third-Party Product or a violation of the applicable EULA for such Third-Party Product, by the Library, or any user to whom the Library grants access to such Third-Party Product. The Library agrees to indemnify and hold Schlenner Wenner & Co. harmless from and against any claims, actions, lawsuits, proceedings, judgments, liens, losses, damages, costs, expenses, fees (including reasonable legal fees, expenses, and costs) and other liabilities relating to, or arising from or out of, the improper use of a Third-Party Product, or a violation of the terms of the applicable EULA for such Third-Party Product, by the Library, or any user to whom the Library grants access to such Third-Party Product.

You acknowledge that the use of Third-Party Products may be subject to limitations, delays, interruptions, errors, and other problems which are beyond our control, including, without limitation, internet outage or lack of availability related to updates, upgrades, patches, fixes, maintenance, or other issues. We will not be liable for any delays, delivery failures, or other losses or damages resulting from such issues. Nor will we be held responsible or liable for any loss, or unauthorized use or disclosure, of any information or data provided by you, including, without limitation, Personal Information provided by you, resulting from the use of a Third-Party Product.

**Use and Ownership; Access to Audit Documentation**

The Audit Documentation for this engagement is the property of Schlenner Wenner & Co. For the purposes of this Engagement Letter, the term "Audit Documentation" shall mean the confidential and proprietary records of Schlenner Wenner & Co.'s audit procedures performed, relevant audit evidence obtained, other audit-related workpapers, and conclusions reached. Audit Documentation shall not include custom-developed documents, data, reports, analyses, recommendations, and deliverables authored or prepared by Schlenner Wenner & Co. for the Library under this Engagement Letter, or any documents belonging to the Library or furnished to Schlenner Wenner & Co. by the Library.

Review of Audit Documentation by a successor auditor or as part of due diligence is subject to applicable Schlenner Wenner & Co. policies, and will be agreed to, accounted for and billed separately. Any such access to our Audit Documentation is subject to a successor auditor signing an Access & Release Letter substantially in Schlenner Wenner & Co.'s form. Schlenner Wenner & Co. reserves the right to decline a successor auditor's request to review our workpapers.

In the event we are required by government regulation, subpoena or other legal process to produce our documents or our personnel as witnesses with respect to our engagement for the Library, the Library will, so long as we are not a party to the proceeding in which the information is sought, reimburse us for our professional time and expenses, as well as the fees and expenses of our counsel, incurred in responding to such requests.

The documentation for this engagement is the property of Schlenner Wenner & Co. However, you acknowledge and grant your assent that representatives of the cognizant or oversight agency or their designee, other government audit staffs, and the U.S. Government Accountability Office shall have access to the Audit Documentation upon their request and that we shall maintain the Audit Documentation for a period of at least three years after the date of the report, or for a longer period if we are requested to do so by the cognizant or oversight agency. Access to the requested Audit Documentation will be provided under the supervision of Schlenner Wenner & Co. audit personnel and at a location designated by our firm.

**Indemnification, Limitation of Liability, and Claim Resolution**

Because Schlenner Wenner & Co. will rely on the Library and its management and Governing Board to discharge the foregoing responsibilities, the Library agrees to indemnify, hold harmless and release Schlenner Wenner & Co. and its partners, principals, officers, directors, employees, affiliates, subsidiaries, contractors, subcontractors, agents, representatives, successors, or assigns from all third-party claims, liabilities, losses and costs arising in circumstances where there has been a knowing misrepresentation by a member of the Library's management.

The Library and Schlenner Wenner & Co. agree that no claim arising out, from, or relating to the services rendered pursuant to this Engagement Letter shall be filed more than two years after the date of the audit report issued by Schlenner Wenner & Co. or the date of this Engagement Letter if no report has been issued. In no event shall Schlenner Wenner & Co. or the Library, or any of their respective partners, principals, officers, directors, employees, affiliates, subsidiaries, contractors, subcontractors, agents, representatives, successors, or assigns (collectively, the covered parties and each individually, a covered party), be liable for the interruption or loss of business, any lost profits, savings, revenue, goodwill, software, hardware, or data, or the loss of use thereof (regardless of whether such losses are deemed direct damages), or incidental, indirect, punitive, consequential, special, exemplary, or similar such damages, even if advised of the possibility of such damages. Except for a covered party's indemnification obligations under this engagement letter, to the fullest extent permitted by law, to the fullest extent permitted by law, the total aggregate liability of the covered parties arising out of, from, or relating to this Engagement Letter, or the report issued or services provided hereunder, regardless of the circumstances or nature or type of claim, including, without limitation, claims arising from a covered party's negligence or breach of contract or warranty, or relating to or arising from a government, regulatory or enforcement action, investigation, proceeding, or fine, will not exceed the total amount of the fees paid by the Library to Schlenner Wenner & Co. under this Engagement Letter. Notwithstanding the foregoing, nothing in this limitation of liability provision shall, or shall be interpreted or construed to, relieve the Library of its payment obligations to Schlenner Wenner & Co. under this Engagement Letter.

### **Confidentiality**

Schlenner Wenner & Co. and the Library may, from time to time, disclose Confidential Information (as defined below) to one another. Accordingly, Schlenner Wenner & Co. and the Library agree as the recipient of such Confidential Information (the Receiving Party) to keep strictly confidential all Confidential Information provided to it by the disclosing party (the Disclosing Party) and use, modify, store, and copy such Confidential Information only as necessary to perform its obligations and exercise its rights under this Engagement Letter. Except as otherwise set forth herein, the Receiving Party may only disclose the Confidential Information of the Disclosing Party to its personnel, agents, and representatives who are subject to obligations of confidentiality at least as restrictive as those set forth herein and only for the purpose of exercising its rights and fulfilling its obligations hereunder. To avoid any doubt, Schlenner Wenner & Co. is permitted to disclose the Library's Confidential Information to Schlenner Wenner & Co.'s personnel, agents, and representatives to provide the services or exercise its rights under this Engagement Letter or for the purpose of maintaining compliance with applicable laws and professional, regulatory, and/or ethical standards.

As used herein, "Confidential Information" means, information in any form, oral, graphic, written, electronic, machine-readable or hard copy consisting of: (i) any nonpublic information provided by the Disclosing Party, including, but not limited to, all of its inventions, designs, data, source and object code, programs, program interfaces, know-how, trade secrets, techniques, ideas, discoveries, marketing and business plans, pricing, profit margins and/or similar information; (ii) any information that the Disclosing Party identifies as confidential; or (iii) any information that, by its very nature, a person in the same or similar circumstances would understand should be treated as confidential, including, but not limited to, this Engagement Letter. Without limiting the generality of the foregoing, the Library acknowledges and agrees that Audit Documentation constitutes Confidential Information of Schlenner Wenner & Co.

As used herein, the term "Confidential Information" will not include information that: (i) is publicly available at the time of disclosure by the Disclosing Party; (ii) becomes publicly available by publication or otherwise after disclosure by the Disclosing Party, other than by breach of the confidentiality obligations set forth herein by the Receiving Party; (iii) was lawfully in the Receiving Party's possession, without restriction as to confidentiality or use, at the time of disclosure by the Disclosing Party; (iv) is provided to the Receiving Party without restriction as to confidentiality or use by a third party without violation of any obligation to the Disclosing Party; or (v) is independently developed by employees or agents of the Receiving Party who did not access or use the Disclosing Party's Confidential Information.

The Receiving Party will treat the Disclosing Party's Confidential Information with the same degree of care as the Receiving Party treats its own confidential and proprietary information, but in no event will such standard of care be less than a reasonable standard of care. The Receiving Party will promptly notify the Disclosing Party if it becomes aware that any of the Confidential Information of the Disclosing Party has been used or disclosed in violation of this Engagement Letter.

Notwithstanding anything stated to the contrary in this Engagement Letter, the Library consents to Schlenner Wenner & Co.: (i) using any information or data, including Confidential Information and Personal Information, provided by or on behalf of the Library, or otherwise obtained by Schlenner Wenner & Co., in connection with the services provided under this Engagement Letter, to provide the Library with professional services under any other professional services agreement the Library enters into or has entered into with Schlenner Wenner & Co.; and (ii) using any information or data provided by or on behalf of the Library, or otherwise obtained by Schlenner Wenner & Co., in connection with professional services provided by Schlenner Wenner & Co. under another professional service agreement Schlenner Wenner & Co. has entered into with the Library, including confidential, personal, or other protected information, to provide the services under this Engagement Letter to the Library.

### **Preexisting Nondisclosure Agreements**

In the event that the parties have executed a separate nondisclosure agreement, such agreement shall be terminated as of the effective date of this Engagement Letter and the terms of this Engagement Letter shall apply to the treatment of information shared by the parties hereto.

### **Data Protection Compliance**

Schlenner Wenner & Co. and the Library acknowledge and agree that they may correspond or convey information and documentation, including Confidential Information and Personal Information, via various forms of electronic transmission, including, but not limited to, Third-Party Products, such as, email, FTP and cloud-based sharing and hosting applications (e.g., portals, data analytics tools, and helpdesk and support ticketing applications), and that neither party has control over the performance, operation, reliability, availability, or security of these electronic transmissions methods. Therefore, neither party will be liable for any loss, damage, expense, harm, disclosure or inconvenience resulting from the loss, delay, interception, corruption, unauthorized disclosure, or alteration of any electronic transmission where the party has used commercially reasonable efforts to protect such information. We offer our clients various platforms for the exchange of information. You hereby agree that you shall be bound by and comply with any and all user terms and conditions made available (whether by link, click-through, or otherwise) with respect to such platforms.

### **Personal Information**

As used herein, the term "Personal Information" means any personal information, as may be defined by applicable privacy, data protection, or cybersecurity laws, that directly or indirectly identifies a natural person, and includes, but is not limited to, nonpublic, personally identifiable information such as Social Security numbers, Social Insurance numbers, driver's license numbers or government-issued identification card numbers, and health information.

Each party agrees to transmit Personal Information consistent with applicable laws and any other obligations the respective party may have. We are permitted to use all such Personal Information to perform our obligations and exercise our rights under this Engagement Letter.

You represent and warrant that you have provided all notices and obtained all consents required under applicable data protection laws prior to your collection, use and disclosure to us or our Subcontractors of such Personal Information and shall take reasonable steps to ensure that such Personal Information does not include irrelevant or unnecessary information about individuals.

We agree to maintain appropriate security measures to protect such Personal Information in accordance with applicable laws.

If we become aware of an unauthorized acquisition or use of Library-provided Personal Information, we will promptly inform you of such unauthorized acquisition or use as required by applicable laws and, upon your written request, reasonably cooperate with you at your sole cost in support of any breach notification requirements as imposed upon you by applicable laws.

### **Retention of Records**

We will return to you all original records you provide to us in connection with this engagement. Further, in addition to providing you with those deliverables set forth in this Engagement Letter, we will provide to you a copy of any records we prepare or accumulate in connection with such deliverables which are not otherwise reflected in your books and records without which your books and records would be incomplete. You have the sole responsibility for retaining and maintaining in your possession or custody all of your financial and nonfinancial records related to this engagement. We will not host, and will not accept responsibility to host, any of your records. We, however, may maintain a copy of any records of yours necessary for us to comply with applicable law and/or professional standards or to exercise our rights under this Engagement Letter. Any such records retained by us will be subject to the confidentiality obligations set forth herein and destroyed in accordance with our record retention policies.

### **Termination**

Your failure to make full payment of any and all undisputed amounts invoiced in a timely manner constitutes a material breach for which we may refuse to provide deliverables and/or, upon written notice, suspend or terminate our services under this Engagement Letter. We will not be liable to you for any resulting loss, damage or expense connected with the suspension or termination of our services due to your failure to make full payment of undisputed amounts invoiced in a timely manner.

Either party hereto may terminate this Engagement Letter for any reason upon fifteen (15) days' prior written notice to the other party. In the event you terminate this engagement, you will pay us for all services rendered (including deliverables and products delivered), expenses incurred, and noncancelable commitments made by us on your behalf through the effective date of termination.

Either party may terminate this Engagement Letter upon written notice if: (i) circumstances arise that in its judgment would cause its continued performance to result in a violation of law, a regulatory requirement, applicable professional or ethical standards, or, in the case of Schlenner Wenner & Co., our client acceptance or retention standards; or (ii) if the other party is placed on a Sanctioned List (as defined herein), or if any director or executive of, or other person closely associated with such other party or its affiliate, is placed on a Sanctioned List.

We will not be responsible for any delay or failure in our performance resulting from acts beyond our reasonable control or unforeseen or unexpected circumstances, such as, but not limited to, acts of God, government or war, riots or strikes, disasters, fires, floods, epidemics, pandemics or outbreaks of communicable disease, cyberattacks, and internet or other system or network outages. At your option, you may terminate this Engagement Letter where our services are delayed more than 120 days; however, you are not excused from paying us for all amounts owed for services rendered and deliverables provided prior to the termination of this Engagement Letter.



When an engagement has been suspended at the request of management or those charged with governance and work on that engagement has not recommenced within 120 days of the request to suspend our work, we may, at our sole discretion, terminate this Engagement Letter without further obligation to you. Resumption of our work following termination may be subject to our client acceptance procedures and, if resumed, will require additional procedures not contemplated in this Engagement Letter. Accordingly, the scope, timing and fee arrangement discussed in this Engagement Letter will no longer apply. In order for us to recommence work, the execution of a new Engagement Letter will be required.

The parties agree that those provisions of this Engagement Letter which, by their context, are intended to survive, including, but not limited to, payment, limitations on liability, claim resolution, use and ownership, and confidentiality obligations, shall survive the termination of this Engagement Letter.

### **Miscellaneous**

We may mention your name and provide a general description of the engagement in our client lists and marketing materials.

Notwithstanding anything stated to the contrary in this Engagement Letter, the Library acknowledges and consents that we also may utilize Confidential Information and Personal Information to (i) improve the quality of our services and offerings and/or (ii) develop or perform internal data analysis or other insight generation. Information developed in connection with these purposes may be used by us to provide services or offerings. We will not use your Confidential Information or Personal Information in a way that would permit the Library or an individual to be identified by third parties without your prior written consent.

The Library agrees that it will not include our reports or otherwise associate us with any public or private securities offering without first obtaining our consent. Therefore, the Library agrees to contact us before it includes our reports, or otherwise makes reference to us, in any public or private securities offering. Our association with an official statement is a matter for which separate arrangements may be necessary. The Library agrees to provide us with printer's proofs or masters of such offering documents for our review and approval before printing, and with a copy of the final reproduced material for our approval before it is distributed. If, based on our review, we identify no material inconsistencies with our audit, or other misstatements of fact, we will promptly communicate in writing to the Library that we do not object to the inclusion of our report in the offering documents. In the event our auditor/client relationship has been terminated when the Library seeks such consent, we will be under no obligation to grant such consent or approval.

Our professional standards require that we perform certain additional procedures, on current and previous years' engagements, whenever a partner or professional employee leaves the firm and is subsequently employed by or associated with a client in a key position. Accordingly, the Library agrees it will compensate Schlenner Wenner & Co. for any additional costs incurred as a result of the Library's employment of a partner or professional employee of Schlenner Wenner & Co.

Each party hereto affirms it has not been placed on a Sanctioned List (as defined below) and will promptly notify the other party upon becoming aware that it has been placed on a Sanctioned List at any time throughout the duration of this Engagement Letter. The Library shall not, and shall not permit third parties to, access or use any of the deliverables provided for hereunder, or Third-Party Products provided hereunder, in violation of any applicable sanctions laws or regulations, including, but not limited to, accessing or using the deliverables provided for hereunder or any Third-Party Products from any territory under embargo by the United States. The Library shall not knowingly cause Schlenner Wenner & Co. to violate any sanctions applicable to Schlenner Wenner & Co. As used herein "Sanctioned List" means any sanctioned person or entity lists promulgated by the Office of Foreign Assets Control of the U.S. Department of the Treasury, the U.S. State Department, the Consolidated Canadian Autonomous Sanctions List, the United Nations Security Council, the European Union, and the United Kingdom.

Any term of this Engagement Letter that would be prohibited by or impair our independence under applicable law or regulation shall not apply, to the extent necessary only to avoid such prohibition or impairment.

### **Notices**

Unless otherwise expressly agreed upon by the parties in this Engagement Letter, all notices required to be given hereunder will be in writing and addressed to the party at the business address provided in this Engagement Letter, or such other address as such party may indicate by a notice delivered to the other party. A copy of any legal notice (e.g., any claimed breach or termination of this Engagement Letter) sent by the Library to Schlenner Wenner & Co. shall also be sent to the following address: Schlenner Wenner & Co., 630 Roosevelt Rd. Ste. 201, P.O. Box 1496, St. Cloud, MN 56302. Except as otherwise expressly provided in this Engagement Letter, notices hereunder will be deemed given and effective: (i) if personally delivered, upon delivery; (ii) if sent by registered or certified mail or by overnight courier service with tracking capabilities, upon receipt; and, (iii) if sent by electronic mail (without indication of delivery failure), at such time as the party that sent the notice receives confirmation of receipt, whether by read-receipt confirmation or otherwise.

### **Governing Law**

This Engagement Letter, including, without limitation, its validity, interpretation, construction, and enforceability, and any dispute, litigation, suit, action, claim, or other legal proceeding arising out of, from, or relating in any way to this Engagement Letter, any provisions herein, a report issued or the services provided hereunder, will be governed and construed in accordance with the laws of the State of Minnesota, without regard to its conflict of law principles, and applicable U.S. federal law.

### **Entire Agreement**

This Engagement Letter constitutes the complete and exclusive statement of agreement between Schlenner Wenner & Co. and the Library, and supersedes all prior agreements, understandings, and proposals, whether oral or written, relating to the subject matter of this Engagement Letter.

If any term or provision of this Engagement Letter is determined to be invalid or unenforceable, such term or provision will be deemed stricken, and all other terms and provisions will remain in full force and effect.

This Engagement Letter may be amended or modified only by a written instrument executed by both parties.

### **Electronic Signatures and Counterparts**

This Engagement Letter may be executed in one or more counterparts, each of which will be deemed to be an original, but all of which taken together will constitute one and the same instrument. Each party agrees that any electronic signature of a party to this Engagement Letter or any electronic signature to a document contemplated hereby (including any representation letter) is intended to authenticate such writing and shall be as valid, and have the same force and effect as a manual signature.

**Acknowledgement and Acceptance**

Each party acknowledges that it has read and agrees to all of the terms and conditions contained herein. Each party and its signatory below represent that said signatory is a duly authorized representative of such party and has the requisite power and authority to bind such party to the undertakings and obligations contained herein.

**AGREED TO AND ACKNOWLEDGED BY:**

SCHLENNER WENNER & CO



Ryan Schmidt, CPA  
Partner

Confirmed on behalf of the Great River Regional Library:

Karen Pundsack  
Signature

10/03/2024  
Date

Karen Pundsack Executive Director  
Name/Title (Printed)



## Report on the Firm's System of Quality Control

October 27, 2022

To the Partners of Schlenner Wenner & Co. and the Peer Review Committee of the Minnesota Society of Certified Public Accountants.

We have reviewed the system of quality control for the accounting and auditing practice of Schlenner Wenner & Co. (the firm) in effect for the year ended June 30, 2022. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at [www.aicpa.org/prsummary](http://www.aicpa.org/prsummary). The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

### Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

### Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

### Required Selections and Considerations

Engagements selected for review included engagements performed under *Government Auditing Standards*, including a compliance audit under the Single Audit Act and audits of employee benefit plans.

As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

### Opinion

In our opinion, the system of quality control for the accounting and auditing practice of Schlenner Wenner & Co. in effect for the year ended June 30, 2022, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)* or *fail*. Schlenner Wenner & Co. has received a peer review rating of *pass*.

*Olsen Thielen & Co., LTD.*

Olsen Thielen & Co., Ltd.



# Strategic Priorities

## Connect People to Information

We play a crucial role in promoting knowledge, creativity, and social interaction by demonstrating the value of public resources in fostering education and community development, personal productivity, and cultural engagement.



Books and Materials  
Technology  
Access

## Connect People to Lifelong Learning

We support lifelong learning by building an active network of Minitex members to collectively provide services meeting educational needs of residents at every stage of life.



Student Success  
Digital Equity  
Continuing Education

## Connect People to Resources

We ensure libraries have the capacity to respond to local needs and serve their communities by leveraging economies of scale.



Cooperative Purchasing  
Outreach  
Accessibility

## Connect People to People

We create a more equitable environment for all by fostering collaboration, sharing resources, and promoting inclusivity.



Inclusiveness  
Service  
Partnership  
Expertise



# Goals

## Connect People to Information

### Goal 1:

Expand digital collections and improve online access to resources.

### Goal 2:

Seek new funding and support for initiatives to promote economic development and community well-being.

**Books and Materials  
Technology  
Access**

## Connect People to Lifelong Learning

### Goal 1:

Invest in digital literacy programs that bridge the digital divide.

### Goal 2:

Support the pursuit of higher education credentials, and offer new pathways for learning opportunities.

**Student Success  
Digital Equity  
Continuing Education**

## Connect People to Resources

### Goal 1:

Develop a comprehensive strategy for shared e-resources.

### Goal 2:

Explore emerging innovations through collaboration and shared services to meet evolving user needs.

### Goal 3:

Identify, develop, and promote inclusive, equitable, and accessible library services, tools, and technologies.

**Cooperative Purchasing  
Outreach  
Accessibility**

## Connect People to People

### Goal 1:

Strengthen the Minitex Policy Advisory Council to become a leading voice for libraries serving the region.

### Goal 2:

Build public support and secure sustainable funding by demonstrating the value of libraries in supporting informed citizens.

**Inclusiveness  
Service  
Partnership  
Expertise**

## 2025 Legislative Priorities

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- **Capital Investment**

- \$10M appropriation for Library Construction Grant funding. Allow flexibility in matching funds. Raise grant cap to \$2 million.
- Support improvement of higher education library facilities, including exploring the dedication of Higher Education Asset Preservation and Replacement (HEAPR) funds for such purposes.

- **Education Finance**

- \$2M per year increase for eLibrary Minnesota resources.
- Link multicounty multitype (MCMT) funding to the forecasted increases for the Basic Education Allowance.
- Support efforts to strengthen use of school library aid to improve school library media programs that are staffed by licensed media specialists as defined in 124D.991.

- **Education Policy**

- Modify 134.351 to add two governance structures for multicounty multitype library systems and describe and expand the services MCMTs may provide to their members.

- **Higher Education**

- \$1.5M per year increase for Minitex operational funding.
- \$9M per year in new and ongoing funding to create and sustain the Minnesota eHealth Library within the Minitex organization.

- **Legacy**

- \$3M per year appropriation in Arts & Cultural Heritage Funding for regional public library systems. Extend the spending deadline for FY2025 funds by one year and ensure that future allocations allow for consistent carryover spend down time.

- **Public Safety**

- Support efforts to authorize local governmental units to prohibit or restrict possession of dangerous weapons, ammunition, or explosives in public facilities, including public libraries.





## Executive Director Report November 2024

### Leadership Support Team (LST)

LST continued to focus on project communication and coordination. A lot of time and energy has gone into the Paylocity HRIS conversion. Many thanks to Amy Anderson, Nichol Wojcik, Erin Mallo, Dezra Rittman and Jay Roos for leading different parts of this conversion. The system is much more intuitive and responsive.

LST reviewed the Employee Communication and Engagement Survey results. We continued our strategic plan review. LST also discussed third quarter financials, 2024 budget projections and possible financial designations.

### Staffing Work Group

Our efforts to move aide hours into assistant positions last year has resulted in less turnover going into the fall. Over the past two months, we have had several positions open for the third or fourth time in the past two years. We have begun to use the staffing work group criteria to evaluate openings and schedules to try to create positions that will retain new employees longer.

We added a factor for Print2Go activity to the staffing calculator. This is an additional measure of patron activity in the library. The new Public Service transactions metric is used to make sure positions are being filled equitably across libraries of similar sizes.

### Diversity, Equity & Inclusion (DEI) Team

The DEI Team has met twice since September. Time has been spent on reviewing the DEI tasks from the Strategic Plan and seeing which goals were met and how so. The team took advantage of Count Week to measure how many questions staff receive from patrons in languages other than English. We will be conducting a follow-up survey to staff to delve into this subject further.

One of the team’s first tasks is to define what DEI means for Great River Regional Library. Team members shared definition statements under the headings of Diversity, Equity, Inclusion and Belonging. Group facilitator Katie Whitney compiled this information into a word cloud, which is a starting point for this work (right).



The DEI Team will share information at a future board meeting and weigh in on DEI objectives for the 2026-2030 Strategic Plan.

### Council of Regional Public Library System Administrators (CRPLSA)

CRPLSA met in Rochester in October. We heard updates from State Library Services (SLS). The Braille & Talking Book Library has moved to St. Paul from Faribault. SLS also shared information about Library

Services & Technology Act (LSTA) grants. A new Department of Children, Families and Youth was formed within the Department of Education in the last legislative cycle. There is a new Minnesota Library Learning Network with training for library staff. Minitex leads the project through funds from State Library Services.

State Librarian Tami Lee shared information about the new reporting form for library materials challenges. Minnesota Statutes 2024, section 134.51 requires the governing bodies of public libraries to report the results of content challenges or reconsideration requests to the commissioner of education. The requirements began August 1. Since that time, GRRL has not received any additional library materials challenges.

Highlighted Executive Director Activities since July Board Meeting

- Sept. 18 – LST Board follow-up meeting, GSDC webinar on employee engagement, Paylocity touchpoint call
- Sept. 19 – St. Cloud Chamber Quarterly Business Report, CRPLSA online meeting
- Sept. 20 – UMSI update call
- Sept. 23 – Paylocity first payroll call
- Sept. 24 – M3 Huddle
- Sept. 25 – CMLE Board meeting, Paylocity touchpoint meeting
- Sept. 26 – LST meeting, Staffing Work Group meeting
- Sept. 30 – St. Michael Day at the Desk
- Oct. 1 – Monticello staffing meeting
- Oct. 2 – St. Cloud Chamber Diverse Talent Recruitment Lunch and Learn, Paylocity touchpoint meeting
- Oct. 3 – Create CommUNITY Advisory Board meeting
- Oct. 8 – Create CommUNITY luncheon, meeting with Sherburne County Economic Development Coordinator Brian Fleming, Conversation on Race
- Oct. 9 – Orientation with LF/SW LSC Jade Lauber in Little Falls, Paylocity touchpoint meeting
- Oct. 10 – Benefits renewal meeting with One Digital, Stearns County Human Services meeting, St. Cloud Reading Room Society meeting
- Oct. 11 – UMSI update call
- Oct. 14 – All Staff Day
- Oct. 15 – Paylocity ACA meeting
- Oct. 16 – LST meeting, Fund Development Committee, Paylocity touchpoint meeting
- Oct. 18 – LF/SW staffing meeting
- Oct. 22-25 – CRPLSA meeting and MLA conference in Rochester
- Oct. 28 – Howard Lake dedication ceremony
- Oct. 31 – LST meeting, DEI Team meeting
- Nov. 4 – ER staffing meeting
- Nov. 5 – Benefits meeting with AFSCME representatives
- Nov. 6 – Paylocity final touchpoint meeting
- Nov. 7 – Create CommUNITY Advisory Board meeting, Staff engagement survey meeting
- Nov. 8 – MLA Library Legislative update
- Nov. 12 – Staff Engagement survey meeting in Grey Eagle, St. Cloud Reading Room Library Committee meeting

## Managements Reports November 2024

**Amy Anderson**  
**Associate Director – Accounting**

Accounting

The third quarter ended with expenses aligned with normal business operations. As of September 30, operating revenues are 116.78 percent received, and expenses are approximately 71 percent of the yearly budget. Expected cyclical business activity will occur during fourth quarter. There are strong indications that 2024 will end with an operating surplus. An approval to designate a portion of any surplus to supplant the 2026 revenue budget will be presented at the Finance Committee meeting.

The Paylocity implementation phase ends on November 6, 2024. A Paylocity account manager has been assigned and introduced to the GRRL team. Going forward, platform changes and adjustments will be handled through the customer service portal.

Investments

The savings rate for MAGIC liquid was 4.85 percent on October 31. There are three certificate maturities remaining in 2024. These developments align with Goal 1 of the Strategic Priority: Operational Excellence, and the objective to maximize library financial investment options.

*Purchased and Renewed CDs*

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Gbank, Las Vegas NV	09/11/2025	\$238,000	4.60%	\$11,305.43
Bremer Bank, NA	09/20/2025	\$250,000	4.60%	\$11,305.42
Stearns Bank, NA	10/22/2024	\$250,000	4.31%	\$10,990.94
Falcon National Bank	10/28/2024	\$250,000	4.25%	\$10,599.63

*Matured CDs*

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
First Guaranty Bank, LA	09/11/2024	\$232,000	5.15%	\$17,840.16
Bremer Bank, NA	09/20/2024	\$250,000	5.00%	\$ 9,417.81
Fieldpoint Bank & Trust	10/15/2024	\$236,000	5.60%	\$13,902.55
Falcon National Bank	10/28/2024	\$250,000	5.05%	\$13,205.14
Stearns Bank, NA	10/22/2024	\$250,000	5.00%	\$12,329.67

*Letter(s) of Credit*

GRRL holds Letters of Credit Nos. 1005842 and 1006123 issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank for \$550,000 and \$100,000. The dates of the letters are October 21 and October 31, 2024, respectively.

**Jeannette Burkhardt**  
**Patron Services Supervisor**

Staffing

In the southern branches, there are position openings in various places of the hiring process. Current libraries with openings are Annandale, Delano, Elk River, Monticello, and St. Michael.

Staff Engagement



During the month of October, a staff engagement activity called Socktober Week was offered to the southern locations. Staff were encouraged to use craft supplies available at their libraries and create their dream sock on the first day of the week. The rest of the week included unknown quotes and suggestions to wear different kinds of socks each day. For example, Wednesday's quote was, "Life is too short for plain socks." Staff were asked to wear tie-dyed, stripes, polka dot, or other "un-plain" socks that day.

To the left are socks designed by St. Michael staff.

Delano History Day

Patron Services Librarian Connie Laing and I visited with about 30 students from the Delano Middle school on October 9. The students were starting their research on History Day projects. Staff shared the GRRL website, how to find the databases, and which databases might be the best sources for their topics. Students also received library cards or renewed existing library cards.

**Brandi Canter**  
**Lead Patron Services Supervisor**

M3 Huddle

M3 stands for Making Meaning with Multiple Datasets, and in September GRRL held its first-ever M3 Huddle. We brought together coordinators, assistants, associates, and librarians from around the region. Participants spent the day talking in small groups about programs we offer and how we can foster literacy and other outcomes listed in the GRRL Logic Model.

M3 Huddles were developed by Ignite Afterschool using a Continuous Program Improvement (CPI) model. It emphasizes that programs and services for youth are always a work in progress. To present an M3, organizations must use trained presenters and follow a guided process to evaluate existing programs and their outcomes.

GRRL first sent staff to an M3 Huddle in January 2020. At that time, the data we collected about our programs was insufficient for evaluating their effectiveness. Thanks to this insight, GRRL leadership has made evaluation a higher priority in many areas, including the new 2023 GRRL Program Guidelines. Last year, three regional staff – Beth Ringsmuth Stolpman, Cara Langston, and I – became certified M3 presenters. Our goal is to hold an M3 Huddle on an annual basis. The program focus might change – for example, one year we might focus on story times, another on science, technology, engineering,

mathematics (STEM) or young adult (YA) programs. In the truest sense of CPI, we will find more ways to center evaluation in our practice, and get better doing it.

#### Delivery and AMHS Work Groups

As part of my duties, I am convener for two work groups that will be presenting their recommendations to the Leadership Support Team (LST) at the end of the year. The first is the Delivery Evaluation and Planning work group, and the second is the Automated Materials Handling System (AMHS) and Collection Security work group. “Collection security” includes whether or not to adopt Radio Frequency Identification (RFID) for processing collection materials. The two work groups have significant overlap in the question of how we move items throughout the region to fill patron requests and create highly browsable local collections.

The AMHS work group met with vendors and talked with library systems that decided to adopt RFID or not. Late last month, three of us took a field trip to visit libraries in Chanhassen, Chaska, and Maple Grove. We were able to see updated technology in action and envision how we might make use of it for GRRL. It is in the best interest of GRRL to have AMHS technology – both to replace our large and very old AMHS at St. Cloud, and smaller models that might be used in other GRRL libraries.

The Delivery work group has been running a pilot project to determine what it would take to successfully transition from canvas bags to plastic totes for delivery. Plastic totes would be more efficient for stacking in delivery vans and central sort capabilities. The latter would enable us to shift some repetitive and staff-heavy distribution tasks to the AMHS and materials management software. The system would automatically load items into totes that could then be put directly into the delivery.

Both work groups have drafted recommendations and sent them to Executive Director Karen Pundsack for initial review. At our next meetings, we will use feedback from her to come up with the final recommendations to LST. These recommendations will be used toward the 2026-2030 Strategic Plan. An approval to designate a portion of the 2024 surplus toward replacement of the St. Cloud Library AMHS and to test a smaller sorter in a branch library will be presented at the Finance Committee meeting.

**Breanne Fruth**  
**Communications & Development Coordinator**

#### Fundraising

Great River Regional Library’s 2024 Year-End Campaign began in October and will run through January 2025. This year we are highlighting families in our Year-End Campaign mailer and including an artwork submission from the Library Card Design Contest on the envelope and letter. The campaign timeline is as follows:

- October: appeal letter mailed to Board of Trustees and Friends of the Library members
- November: appeal letter mailed to donors from the past three years; email to GRRL staff from Executive Director
- 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: \$94,500

- Number of gifts: 1,212
- Average gift: \$78
- Board participation: 100%
- Staff participation: 15%

### Communications

Great River Regional Library will be a part of KNSI radio station's "Calls to Santa" programming in December. This program offers children the opportunity to call in to talk with Santa. We will have ads play during the program time and throughout November and December. With this target audience, of young children with their parents, it is a great opportunity for us to share about our free 1,000 Books Before Kindergarten program. The "Calls to Santa" program are on the following days: December 2, 4, 5, 9, 11, and 13.

During the month of December, we will promote our Short Story Writing Month (ShoStoWriMo) challenge in libraries and on our website. An image is chosen from the Stearns History Museum, and library users are challenged to create a short story using only 33 words (in honor of 33 GRRL locations). Participants may use a paper submission form to submit in person at a GRRL location or submit their story online at [griver.org/short-story-challenge](http://griver.org/short-story-challenge). A collection of stories is featured weekly on the Great River Regional Library page on Facebook, and all stories will be shared in a homepage [griver.org](http://griver.org) story in January.

Winter Reading Challenge (WRC) 2025 marketing and promotions will begin in December. This year's theme is "The Great Escape." We are taking a localized approach for all of our marketing efforts. Each branch will pick what marketing medium best fits the unique needs and interests of their communities, which may include newspaper and radio ads, boosted posts on Facebook, and banners.



**Cara Langston**  
**Patron Services Supervisor**

### Staffing

Work continues in the north to fill openings in the Albany/Melrose and Little Falls/Swanville branches. We are excited to add to our local teams, and hope to be fully staffed before the winter holiday season.

### Youth Advisory Council

The Youth Advisory Council added four new members. This is especially exciting because we now have a teen from each county on the council. We all met for the first time on Tuesday, Oct. 29, over Zoom. After introductions, we discussed what we accomplished last year and quickly ran through results from the survey the teens created. While not a scientific survey, it is clear that teens come to the library looking for books. In addition, when asked what they want to see in the library, many asked for specific kinds of books and other readers' advisory type requests.

### Merchandising training

For All Staff Day, I presented on merchandising with Beth Ringsmuth Stolpman, the Patron Services Specialist. We introduced attendees to the GRRL Collection Merchandising Guide and asked them to evaluate and make recommendations on several example displays. Staff from across the region engaged in lively discussion about enticing patrons to pick up new and exciting items.

## **Jay Roos**

### **Associate Director – Information Technology**

### 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 those to be replaced are at locations other than St. Cloud, and replacements are under way. Barring unexpected issues or projects, we aim to complete the project by year's end or shortly thereafter.

### Staff Website Migration

From the operating system to the content management system version (CMS), just about all aspects of the library's staff website needed to be upgraded. Web Developer Jonathan Lahr developed migration scripts and procedures to bring our staff site up to the current version of our CMS, Drupal 10. Each custom application required updates and reworking to move to the new version. The site migration is substantially complete and running on the new server.

There are a handful of components that remain on the old server while replacements are developed. The most significant application remaining is our staff supply store. The store allows staff to order supplies for their branch or department and have them sent from our central inventory.

### Server Upgrades

Microsoft ended support for Windows Server 2012R2 in 2023. So far this year, we have migrated seven of those machines. Only two remain under way.

In addition to Microsoft Windows servers, we had a number of outdated Linux operating systems. We have handled three of those migrations and three remain.

## **Jami Trenam**

### **Associate Director – Collection Development**

### Collection Management

Increasing staff focus on the condition of the physical materials in the library is part of our strategic efforts to enhance the physical collection. While Technical Services staff repair library materials through mending, there is no fix for stained or water damaged items. Removing these types of damaged items from the collection helps improve patron experience with library materials.

This summer, I updated procedures related to weeding damaged materials. Technical Services staff updated the mending bookmark to better identify what damage is repairable by using a standard vocabulary. The staff Delivery work group developed an idea for a new bookmark to flag unrepairable materials to speed up the sorting of delivery material. The new bookmarks have only been in use for a

few weeks but are already improving how quickly items flow through the delivery process. It is exciting to see results from these staff-driven cross-departmental efforts!

I developed training materials to teach staff what damage is repairable versus unrepairable. All Staff Day (ASD) was the perfect opportunity to reach a large number of people. Over 50 staff received training so far, and I will be rolling out the training to other staff in the coming months. A merchandising session offered at ASD also reached about 20 people.

#### AMHS and Collection Security Work Group

As part of my duties, I am a member of the AMHS and Collection Security work group. GRRL uses barcodes for checkout and electromagnetic methods for collection security. In the past, Radio Frequency Identification (RFID) tags have been cost prohibitive due to the price of the tags as well as the time it would take to tag each item. A surprise finding of the work group: the technology to read barcodes is now more expensive than RFID. More libraries have adopted RFID technology and the cost of RFID tags has decreased significantly. Through conversations with vendors and other libraries, we learned that adopting RFID might result in added efficiencies in patron service and staff workflow.

Based on these findings, the time is right to analyze the cost and benefits of RFID. I am in conversation with vendors to better understand the cost, and I am speaking with library staff in the state who have gone through an RFID conversion project.

**Nichol Wojcik**  
**Associate Director – Human Resources**

#### Paylocity

We have completed our Paylocity implementation and are very happy with the decision to make the switch. I am pleased to report that staff did not seem to have many issues with the change to clocking in “real time.” Most staff also seem happy with the change. GRRL was transitioned from the implementation team to an account representative on November 6. We are still working on rolling out the performance management module and hope to have it ready to go by January 1, 2025. We originally planned to take Paylocity’s benefits module after the first of the year, but may look at implementing their Learning Management System (LMS) instead.

#### Employee Benefits

We had good news from our benefits broker, with only an 8 percent increase in health insurance premiums. Open enrollment is planned to run from November 18-27. Our broker will be here for an in-person benefits meeting on November 18. A link to the recorded meeting will be provided for employees who are unable to attend to watch later.

#### All Staff Day

All Staff Day (ASD) on October 14 went very well. We had a session on burnout and self-care with our Employee Assistance Program (EAP) provider and a session on Financial Wellness with a Minnesota State Retirement Systems representative, which all employees were required to attend. In the afternoon, we offered four sessions on various topics, and staff were able to choose the session that interested them the most. While ASD is a big event to organize, it is great to be able to get all GRRL staff together in one place!



## Building Reports November 2024

**Jeannette Burkhardt**  
**Patron Services Supervisor**

### Buffalo



The Buffalo Library carpeting project is complete. The process for this project was very smooth, less staff labor intensive, and had little to no impact on patron service. The work was done during the overnight hours and the contractor used a lift to lift the shelves, so very few items needed to be removed from the shelves.

Photo is of work in progress, September 2024. New carpet is in the foreground. Old carpet can still be seen on the right side of the photo.

### Elk River

We continue to work through the process of finding the best solution for possible shelving replacement in the Elk River Library. Several shelving units have expanded and contracted over years, causing concern about their stability and holding capacity. The Elk River City Council will discuss a possible course of action concerning new shelving and new flooring on Monday, Nov. 4.

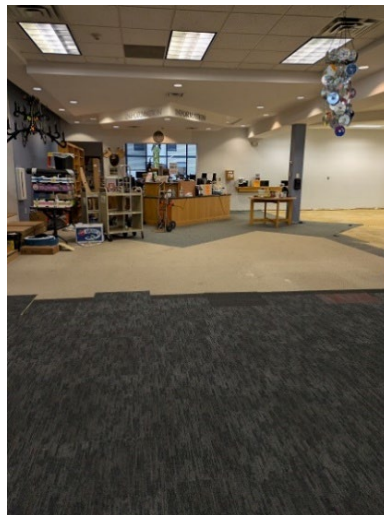
### Howard Lake

The dedication for the new Howard Lake facility took place on Monday, Oct. 28. Thank you to GRRL Board members Tina Diedrick, Jayce Wallace, and Wayne Bauernschmitt for attending the event.

### Monticello

Packing of the Monticello Library collection started on October 28, in preparation for new carpeting in this building. The library was closed from October 28 to November 11. The plan was to reopen on Tuesday, Nov. 12.

Photos are of work in progress on the carpet project on Tuesday, Nov. 5.



**Brandi Canter**  
**Lead Patron Services Supervisor**

Belgrade

City staff repairs done in August to prevent water intrusion through the windowsill and ceiling appear to be holding. City staff also cleaned the carpets to the rear of the library where we have had water issues. Library staff appreciate the new, motion-sensor lighting behind the library in the staff parking area.

Paynesville

On October 2, Library Services Coordinator Kateri Gruber and Associate Director – Collection Development Jami Trenam joined the Ad Hoc Library Board for a tour of the new Howard Lake facility. Library and city staff shared thoughts and feedback from their process, which was helpful for the Paynesville group as they move closer to planning a space. The group will meet on November 14 to discuss what they learned at the Howard Lake library as well as the City of Paynesville’s continuing progress to secure lots for the project.

In the current facility, the city replaced a faulty lock on the front door and took steps toward having improved accessibility with the entrance. City staff also cleaned half of the library carpets, and they will complete the other half later this fall.

St. Cloud

The staff elevator has been out of service since early September. Due to the scope of the problem, the city had to go out for bids on repair. Technicians were on-site November 1, but unable to complete repairs. Repairs were completed on November 7.

Waite Park

In October, the city installed new LED lights throughout the building and serviced the lift.

**Cara Langston**  
**Patron Services Supervisor**

Cold Spring

The city reached out regarding the space needs analysis. I clarified some questions, and am waiting to hear about a potential meeting with the city committee.

Eagle Bend

A new concrete pad leads to the outdoor book drop. Patrons will now have a solid path to use when dropping off books afterhours.

Long Prairie

The city replaced the HVAC system in the library. We are all thankful it is up and running smoothly as the weather turns colder.

Royalton

The city will be rekeying the building soon with a move toward app or fob building keys. Local and regional GRRL staff are working with the city to make sure they have access to the building. With this process also comes a change in who can access the city room containing network equipment for both the city and the library. Key fobs assigned to GRRL staff, including Information Technology (IT), will not be able to access the room outside of city open hours. This has the potential to disrupt library services if troubleshooting is needed on GRRL IT equipment outside of city open hours.

**GRRL 2022-2025 Strategic Plan Objectives and Key Results**  
**Total Borrowers by Library – Q3 2024**

<b>Library</b>	<b>1/1/2024</b>	<b>10/1/2024</b>	<b>Total change YTD</b>
Albany	2,335	2,315	(20)
Annandale	2,188	2,260	72
Becker	2,482	2,499	17
Belgrade	422	424	2
Big Lake	2,888	3,058	170
Buffalo	5,799	6,000	201
Clearwater	963	1,034	71
Cokato	1,402	1,432	30
Cold Spring	2,152	2,236	84
Delano	2,915	3,032	117
Eagle Bend	437	436	(1)
Elk River	9,989	10,661	672
Foley	1,561	1,612	51
Grey Eagle	332	319	(13)
Howard Lake	973	1,185	212
Kimball	870	860	(10)
Little Falls	4,268	4,378	110
Long Prairie	1,440	1,471	31
Melrose	1,216	1,292	76
Monticello	5,188	5,295	107
Paynesville	1,288	1,350	62
Pierz	1,231	1,292	61
Richmond	638	694	56
Rockford	1,286	1,349	63
Royalton	1,114	1,202	88
Saint Cloud	22,754	23,344	590
Saint Michael	9,376	9,787	411
Sartell Locker	652	736	84
Sauk Centre	1,635	1,672	37
Staples	1,765	1,781	16
Swanville	385	369	(16)
Upsala	463	490	27
Waite Park	2,639	2,715	76
<b>Region Total</b>	<b>95,046</b>	<b>98,058</b>	<b>3,534</b>

**GRRL 2022-2025 Strategic Plan Objectives and Key Results**  
**New Borrowers by Library – Q3 2024**

<b>Library</b>	<b>2024 YTD Q3 new borrowers</b>	<b>2023 YTD Q3 new borrowers</b>	<b>2022 YTD Q3 new borrowers</b>	<b>2021 YTD Q3 new borrowers</b>	<b>2020 YTD Q3 new borrowers</b>
Albany	262	360	334	220	70
Annandale	339	309	373	242	98
Becker	423	426	403	354	153
Belgrade	58	91	56	29	37
Big Lake	533	467	546	333	224
Buffalo	920	831	790	653	414
Clearwater	159	145	108	91	66
Cokato	197	175	197	173	104
Cold Spring	328	283	371	201	101
Delano	465	458	391	312	186
Eagle Bend	61	57	59	52	35
Elk River	1,959	1,777	1,664	1,291	858
Foley	268	341	214	169	81
Grey Eagle	28	29	38	34	17
Howard Lake	324	118	188	114	53
Kimball	122	132	122	150	18
Little Falls	660	668	677	489	220
Long Prairie	205	209	192	175	61
Melrose	200	252	131	97	55
Monticello	814	847	809	497	367
Paynesville	199	260	162	130	62
Pierz	163	162	212	90	45
Richmond	102	113	106	46	27
Rockford	207	208	173	137	80
Royalton	210	170	160	83	63
Saint Cloud	3,771	3,699	3,734	2,351	1,718
Saint Michael	1,674	1,701	1,509	1,153	633
Sartell	219	234	135	111	93
Sauk Centre	260	205	228	476	204
Staples	228	340	304	165	185
Swanville	32	28	52	41	13
Upsala	60	45	54	24	94
Waite Park	386	365	320	196	119
<b>Region Total</b>	<b>15,836</b>	<b>15,505</b>	<b>14,812</b>	<b>10,679</b>	<b>6,554</b>

## July 2024 Circulation Statistics

	Location	Month Total	CKO Sessions	Circ/Hour July 2024	Circ/Hour July 2023	CPH % Change	YTD 2024	YTD 2023	% Change YTD
+	Albany	6,590	1,047	38	39	-0.7%	45,757	43,876	4.3%
+	Annandale	4,225	1,027	33	34	-2.1%	23,237	22,686	2.4%
+	Becker	5,817	1,027	40	40	-1.0%	34,655	31,838	8.8%
	Belgrade	738	176	8	11	-30.0%	4,993	5,628	-11.3%
+	Big Lake	5,722	1,058	41	39	5.8%	35,651	33,916	5.1%
+	Buffalo	16,317	2,828	77	77	0.6%	101,331	95,120	6.5%
+	Clearwater	2,792	570	25	30	-16.2%	17,616	17,070	3.2%
	Cokato	4,327	782	33	34	-4.0%	25,211	26,653	-5.4%
	Cold Spring	6,088	999	39	44	-11.8%	36,852	41,973	-12.2%
	Delano	8,002	1,331	42	46	-7.5%	49,913	52,493	-4.9%
	Eagle Bend	1,287	232	13	19	-32.8%	9,597	10,729	-10.6%
+	Elk River	21,773	3,664	106	108	-2.6%	125,470	122,234	2.6%
+	Foley	5,004	792	32	28	15.1%	29,444	28,677	2.7%
	Grey Eagle	579	184	6	8	-24.1%	4,318	5,215	-17.2%
	Howard Lake	2,102	402	16	19	-16.8%	13,582	15,577	-12.8%
	Kimball	2,297	523	22	20	7.2%	11,730	12,156	-3.5%
	Little Falls	7,539	1,676	39	42	-6.6%	47,502	51,347	-7.5%
	Long Prairie	2,811	607	17	22	-22.6%	20,433	23,469	-12.9%
	Melrose	10,574	809	90	104	-13.1%	66,260	73,009	-9.2%
	Monticello	12,670	2,120	67	72	-6.6%	76,707	80,921	-5.2%
	Paynesville	2,502	528	18	17	1.1%	13,758	14,194	-3.1%
	Pierz	2,183	534	19	18	7.1%	12,893	14,461	-10.8%
+	Richmond	1,851	423	18	14	29.1%	9,374	9,193	2.0%
	Rockford	3,555	581	24	26	-7.6%	20,021	22,382	-10.5%
	Royalton	1,314	288	14	18	-20.2%	9,924	10,871	-8.7%
	Saint Cloud	46,126	7,954	182	198	-8.5%	284,619	298,437	-4.6%
+	Saint Michael	23,548	3,897	113	117	-3.2%	131,719	128,833	2.2%
	Sauk Centre	5,955	997	39	45	-12.8%	39,030	40,144	-2.8%
+	Staples	4,578	866	28	33	-14.4%	30,503	30,095	1.4%
	Swanville	660	163	7	9	-24.0%	4,616	5,154	-10.4%
	Upsala	2,766	399	24	24	0.4%	15,845	19,360	-18.2%
+	Waite Park	7,283	1,542	54	51	6.9%	45,435	45,197	0.5%
	Sartell Locker	1,043	188				4,842	6,910	-29.9%
	<b>Total</b>	<b>230,618</b>	<b>40,214</b>	<b>51</b>	<b>47</b>	<b>6.9%</b>	<b>1,402,838</b>	<b>1,439,818</b>	<b>-2.6%</b>
	Total								
+	OverDrive	40,023					266,494	218,152	22.2%

+ Indicates an increase in YTD circulation total over last year

## August 2024 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Aug 2024	Circ/Hour Aug 2023	CPH % Change	YTD 2024	YTD 2023	% Change YTD
+ Albany	5,679	938	33	40	-17.5%	51,436	51,003	0.8%
+ Annandale	4,023	880	33	32	2.4%	27,260	26,713	2.0%
+ Becker	4,962	938	34	35	-2.7%	39,617	37,183	6.5%
Belgrade	991	199	10	8	33.0%	5,984	6,335	-5.5%
+ Big Lake	5,360	932	38	36	6.0%	41,011	39,257	4.5%
+ Buffalo	14,510	2,602	69	70	-2.0%	115,841	110,626	4.7%
+ Clearwater	2,186	509	20	23	-13.4%	19,802	19,711	0.5%
Cokato	3,506	640	25	28	-10.5%	28,717	30,653	-6.3%
Cold Spring	5,826	963	35	37	-4.9%	42,678	48,246	-11.5%
Delano	7,205	1,251	37	40	-7.9%	57,118	60,555	-5.7%
Eagle Bend	1,295	228	13	15	-11.9%	10,892	12,272	-11.2%
+ Elk River	19,546	3,265	92	93	-0.9%	145,016	142,503	1.8%
+ Foley	4,374	627	27	27	2.5%	33,818	33,026	2.4%
Grey Eagle	690	183	7	9	-22.3%	5,008	6,103	-17.9%
Howard Lake	2,866	538	21	17	20.5%	16,448	17,973	-8.5%
Kimball	1,647	372	16	17	-5.5%	13,377	13,847	-3.4%
Little Falls	7,340	1,592	37	35	5.3%	54,842	58,563	-6.4%
Long Prairie	2,470	599	15	21	-28.2%	22,903	27,080	-15.4%
Melrose	10,385	789	87	94	-7.6%	76,645	84,632	-9.4%
Monticello	11,286	1,968	59	68	-12.6%	87,993	94,180	-6.6%
Paynesville	1,747	469	12	15	-22.4%	15,505	16,492	-6.0%
Pierz	1,916	479	15	16	-7.6%	14,809	16,510	-10.3%
+ Richmond	1,482	286	15	13	16.1%	10,856	10,495	3.4%
Rockford	3,185	515	22	24	-7.6%	23,206	25,971	-10.6%
Royalton	1,249	254	12	17	-28.4%	11,173	12,616	-11.4%
Saint Cloud	43,410	7,502	166	174	-4.9%	328,029	345,327	-5.0%
+ Saint Michael	20,467	3,326	96	99	-2.8%	152,186	150,078	1.4%
Sauk Centre	5,291	865	34	41	-16.7%	44,321	46,577	-4.8%
Staples	4,260	838	26	29	-7.9%	34,763	34,947	-0.5%
Swanville	614	140	6	6	-2.8%	5,230	5,830	-10.3%
Upsala	2,372	364	22	20	9.4%	18,217	21,548	-15.5%
Waite Park	7,038	1,462	49	53	-8.3%	52,473	52,871	-0.8%
Sartell Locker	817	166				5,659	7,719	-26.7%
<b>Total</b>	<b>209,995</b>	<b>36,679</b>	<b>46</b>	<b>47</b>	<b>-2.1%</b>	<b>1,612,833</b>	<b>1,667,442</b>	<b>-3.3%</b>
Total								
+ OverDrive	40,849					307,343	251,214	22.3%

+ Indicates an increase in YTD circulation total over last year

## September 2024 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Sept 2024	Circ/Hour Sept 2023	CPH % Change	YTD 2024	YTD 2023	% Change YTD
Albany	5,137	726	33	44	-25.3%	56,573	58,011	-2.5%
Annandale	3,782	829	34	38	-12.3%	31,042	31,063	-0.1%
+ Becker	4,729	794	36	34	4.4%	44,346	41,748	6.2%
Belgrade	810	153	9	9	-2.9%	6,794	7,198	-5.6%
+ Big Lake	4,999	853	39	33	18.6%	46,010	43,770	5.1%
+ Buffalo	13,312	2,260	69	66	5.7%	129,153	123,218	4.8%
Clearwater	1,936	445	19	24	-20.9%	21,738	22,182	-2.0%
Cokato	3,300	569	27	27	0.1%	32,017	34,029	-5.9%
Cold Spring	4,822	822	33	32	2.6%	47,500	53,039	-10.4%
Delano	6,181	1,061	35	39	-10.2%	63,299	67,435	-6.1%
Eagle Bend	1,345	225	15	14	1.3%	12,237	13,556	-9.7%
+ Elk River	16,064	2,588	84	89	-6.0%	161,080	159,855	0.8%
+ Foley	3,954	527	27	25	11.8%	37,772	36,687	3.0%
Grey Eagle	647	160	7	8	-13.6%	5,655	6,868	-17.7%
Howard Lake	2,590	541	21	15	41.6%	19,038	19,787	-3.8%
Kimball	1,669	353	18	17	9.1%	15,046	15,394	-2.3%
Little Falls	5,673	1,301	32	36	-13.0%	60,515	65,225	-7.2%
Long Prairie	2,660	587	18	22	-17.2%	25,563	30,270	-15.6%
Melrose	10,523	670	97	81	20.5%	87,168	93,368	-6.6%
Monticello	10,807	1,747	63	65	-3.6%	98,800	105,523	-6.4%
Paynesville	1,682	392	13	14	-8.0%	17,187	18,361	-6.4%
Pierz	1,623	407	14	16	-7.1%	16,432	18,304	-10.2%
+ Richmond	1,345	234	15	10	42.3%	12,201	11,440	6.7%
Rockford	2,536	401	19	24	-18.7%	25,742	29,066	-11.4%
Royalton	1,133	223	12	14	-14.6%	12,306	13,972	-11.9%
Saint Cloud	36,570	6,415	155	167	-7.3%	364,599	385,458	-5.4%
+ Saint Michael	17,410	2,674	91	91	-0.8%	169,596	167,440	1.3%
Sauk Centre	4,922	755	35	37	-6.0%	49,243	51,926	-5.2%
Staples	3,916	757	26	28	-3.8%	38,679	38,990	-0.8%
Swanville	474	102	5	6	-9.7%	5,704	6,332	-9.9%
Upsala	1,777	254	18	24	-24.9%	19,994	23,986	-16.6%
Waite Park	6,089	1,295	48	49	-3.7%	58,562	59,242	-1.1%
Sartell Locker	846	156				6,505	8,719	-25.4%
<b>Total</b>	<b>185,263</b>	<b>31,276</b>	<b>41</b>	<b>40</b>	<b>1.0%</b>	<b>1,798,096</b>	<b>1,861,462</b>	<b>-3.4%</b>
Total								
+ OverDrive	38,326					345,669	282,590	22.3%

+ Indicates an increase in YTD circulation total over last year





<b>Great River Regional Library</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Q3 Cumulative</b>
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Expand the eBook, eAudiobook and database collection.	Owner	Baseline Q3/2023	Status 7/31/2024	Status 8/31/2024	Status 9/30/2024	Q3 2024 - Cumulative
Digital Library circulation increases	Collection Development	97,795	41,786	42,732	40,090	124,608
Active Digital Library users increase	Collection Development	24,922	11,610	10,823	10,273	32,706

Enhance the physical collection of library materials	Owner	Baseline Q3/2023	Status 7/31/2024	Status 8/31/2024	Status 9/30/2024	Q3 2024 - Cumulative
Key metric - Circulation/Open Hour by library increases	Collection Development	45	51	46	41	46

Eliminate late fees on all library materials to remove a major barrier to access.	Owner	Baseline Q3/2023	Status 7/31/2024	Status 8/31/2024	Status 9/30/2024	Q3 2024 - Cumulative
Key metric - New resident borrowers by regional increase	Leadership Support Team	5,041	1,824	1,753	1,704	5,281
Key metric - Total current resident borrowers by regional increase	Leadership Support Team	90,148	95,310	95,397	95,508	95,508
Key metric - Items/checkout session by library increase	Leadership Support Team	6.04	5.72	5.72	5.91	5.77
Key metric - Circulation - physical materials	Leadership Support Team	652,305	231,806	211,498	186,630	629,934
Key metric - \$ collected - Miscellaneous receipts	Accounting	\$29,441	\$9,023	\$10,264	\$11,578	\$30,865

Increase targeted advertising to reach a wider audience.	Owner	Baseline 9/30/2023	Status 7/31/2024	Status 8/31/2024	Status 9/30/2024	Q3 2024 - Cumulative
Regularly post on social media to followers about collections and services	Communications & Development	NA	posts on Grab & Go Kits, Independence Day reads, State Park passes, Tumblebooks, Olympic books, One Book One MN	posts on Ancestry Library Edition, romance books, grilling cookbooks, summer horror books, early literacy calendar, One Book One MN, State Park passes, Beanstack reading challenge Smokey Bear	posts on NPR fall books, Playaways, NextReads newsletters, Try It Yourself Kits (D&D), educator request form, and read-alikes for latest Jodi Picoult book	
Number of e-newsletter subscribers	Communications & Development	2,064	3,723	3,712	3,698	
E-newsletter open rate	Communications & Development	44.75%	54.57%	49.34%	51.95%	

Increase the information about diversity, equity and inclusion efforts with the GRRL Board.	Owner	Baseline 9/30/2023	Status 7/31/2024	Status 8/31/2024	Status 9/30/2024	Q3 2024 - Cumulative
Information on DEI initiative shared at GRRL Board meeting quarterly	Executive Director	NA				

<b>Build GRRL's culture of philanthropy.</b>	<b>Owner</b>	<b>Baseline 2023</b>	<b>Status 7/31/2024</b>	<b>Status 8/31/2024</b>	<b>Status 9/30/2024</b>	<b>Q3 2024 - Cumulative</b>
Board giving rate	Communications & Development	26%				26%
Staff giving rate	Communications & Development	11%				11%

<b>Increase donor support of the library.</b>	<b>Owner</b>	<b>Baseline Q3/2023</b>	<b>Status 7/31/2024</b>	<b>Status 8/31/2024</b>	<b>Status 9/30/2024</b>	<b>Q3 2024 - Cumulative</b>
Donors retention rate	Communications & Development	58%	61%	60%	60%	60%
Donors acquired	Communications & Development	15	2	18	3	59
Fund Development Plan progress	Communications & Development	NA	Fund Development Committee training on storytelling about the library	sent email to donors about Make A Will Month with resources on estate planning and leaving a legacy library gift	Prepare for 2024 Year-End Campaign, using separate letters for Scholar- and Connector-level donors	

<b>Increase training to support access and awareness.</b>	<b>Owner</b>	<b>Baseline Q3/2023</b>	<b>Status 7/31/2024</b>	<b>Status 8/31/2024</b>	<b>Status 9/30/2024</b>	<b>Q3 2024 - Cumulative</b>
Patron Service Power Up attendees	Human Resources	0	0	18	0	18
Organizational Orientation attendees	Human Resources	25	0	0	0	0
Regional Staff Meeting attendees (8/27/2024)	Patron Services	30	0	40	0	40
Merchandising training attendees	Human Resources	1	0	32	0	32
cHQ / Collection Training (8/27/2024)	Collection Development	1	0	20	0	20
M3 Huddle attendees (9/24/2024)	Patron Services	NA	0	0	36	36
Homeless Library Academy attendees	Human Resources	35	18	43	23	84

<b>Maximize library financial investment options.</b>	<b>Owner</b>	<b>Baseline Q3/2023</b>	<b>Status 7/31/2024</b>	<b>Status 8/31/2024</b>	<b>Status 9/30/2024</b>	<b>Q3 2024 - Cumulative</b>
Number of accounts with new financial institutions established	Accounting	Q3 Ending # of CD = 24	27	28	28	Q3 Ending # of CD = 28
Key metric - Overall CD Portfolio rate of return	Accounting	Q3 Average = 4.84%	5.23%	5.17%	5.15%	Q3 Average = 5.16%

**Staff Recognition Report**

2024 - Quarter 4

October 1 - December 31

First Name	Last Name	Department	Supervisor	Celebration Date	Years of Service
Tracy	Dullinger	Human Resources	Pundsack, Karen	10/2/2024	1
Nicholas	Wilson	Elk River	Barry, Margot	10/10/2024	1
Maria	Larson	Monticello	Scherber, Marla	10/17/2024	1
Barbara	Roberts	Monticello	Scherber, Marla	10/17/2024	1
Kimberly	Burton	St. Michael	Bunting, Nancy	10/30/2024	1
Leo	LaBrec	Elk River	Barry, Margot	11/27/2024	1
Gina	Clayborn	Eagle Bend/Staples	Perish, Cathy	11/27/2024	1
Deborah	Kupari	St. Michael	Bunting, Nancy	11/28/2024	1
Jane	O'Donnell	St. Michael	Bunting, Nancy	11/28/2024	1
Nichol	Wojcik	Human Resources	Pundsack, Karen	12/11/2024	1
Emily	Pratt	Waite Park	Jones, Amanda	12/11/2024	1
Jen	Lindberg	Belgrade/Paynesville	Gruber, Kateri	10/4/2024	3
Judy	Newman	Royalton	Deal-Hansen, Terri	10/4/2024	3
Deb	Luken	Monticello	Scherber, Marla	10/18/2024	3
Wendi	Wigham	Belgrade/Paynesville	Gruber, Kateri	10/28/2024	3
Sandy	Parker	Buffalo	Teesdale, Katharine	12/13/2024	3
Rosanna	Backen	St. Cloud - Patron Services	Vig, Neil	10/21/2024	5
Liz	Anderson	Cokato/Howard Lake	Wilson, Nicole	11/4/2024	5
Andrea	Prow	St. Cloud - Circulation	Blotkamp, Eric	12/2/2024	5
Brenda	Bruner	St. Michael	Bunting, Nancy	12/2/2024	5
August	Clauson	Clearwater/Foley	Kuelbs, Shelly	12/16/2024	5
Patricia	Waletzko	Administration	Pundsack, Karen	11/22/2024	20



## **2024 GRRL Employee Engagement and Internal Communication Survey**

The goal of the survey was to measure current employee engagement and internal communication effectiveness. The survey repeated questions from prior staff surveys in 2014, 2015, 2016, 2017, 2019 and 2023. The survey measures areas including communications, culture, supervisory relationships, strategic plan and trust.

Of 235 staff who received the survey, 194 responded - an 82% response rate. This is a similar response rate to prior surveys.

### **Internal Communication Results**

Responses to the 2024 survey question “Overall how satisfied are you with internal communication at GRRL?” show that 56% of the respondents are satisfied or completely satisfied with internal communication at GRRL. This is a decrease from the 2023 survey where 66% of the respondents were satisfied or completely satisfied with internal communication at GRRL.

The number one method of receiving communication continues to be from supervisors. Staff continue to prefer email, one-on-one conversations and in-person meetings to other ways of providing feedback. This is unchanged from earlier surveys.

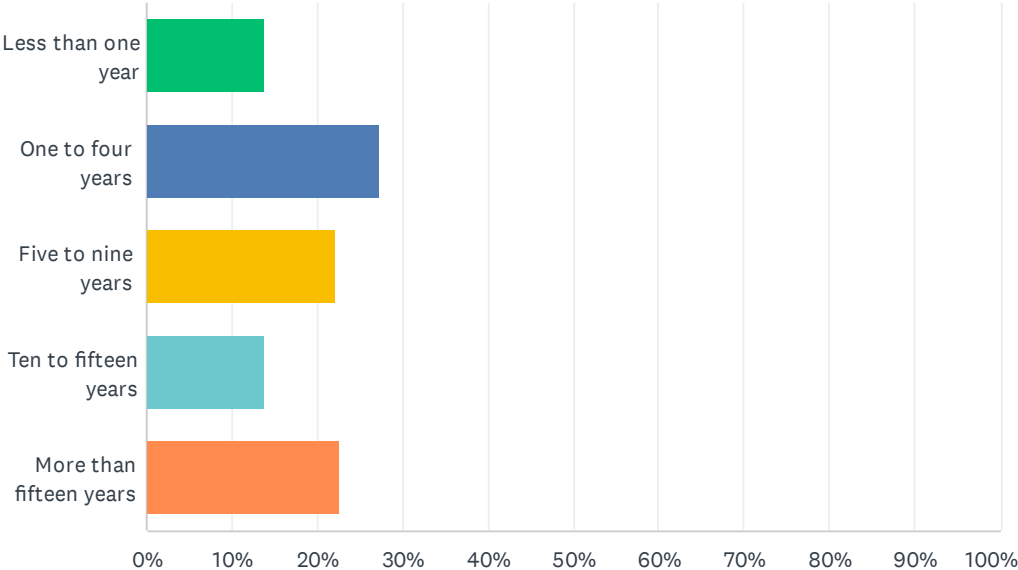
Respondents who agree or strongly agree to the question “Communication between senior leaders and employees is good in my organization” decreased slightly from 59% in 2023 to 56% in 2024.

Roughly 80% of respondents continue to agree or strongly agree with the question “I receive the information I need to do my job effectively,” which is an increase from 72% in 2023.

The 2024 survey indicates 83% of respondents agree or strongly agree to the question “My direct supervisor keeps me and my department informed,” which is unchanged from 2023.

# Q1 How long have you been employed by GRRL?

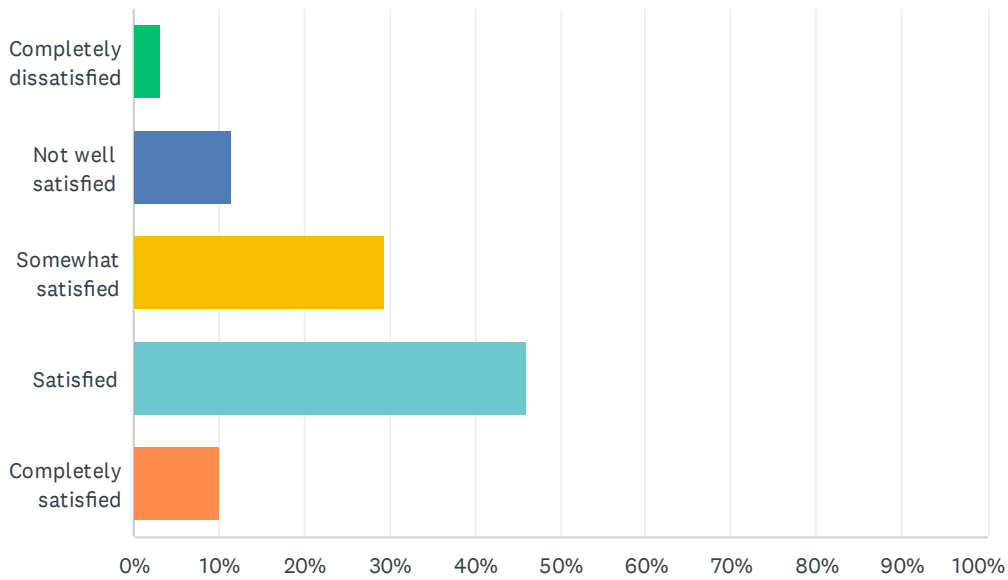
Answered: 194 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	13.92%	27
One to four years	27.32%	53
Five to nine years	22.16%	43
Ten to fifteen years	13.92%	27
More than fifteen years	22.68%	44
<b>TOTAL</b>		<b>194</b>

# Q9 Overall how satisfied are you with internal communication at GRRL?

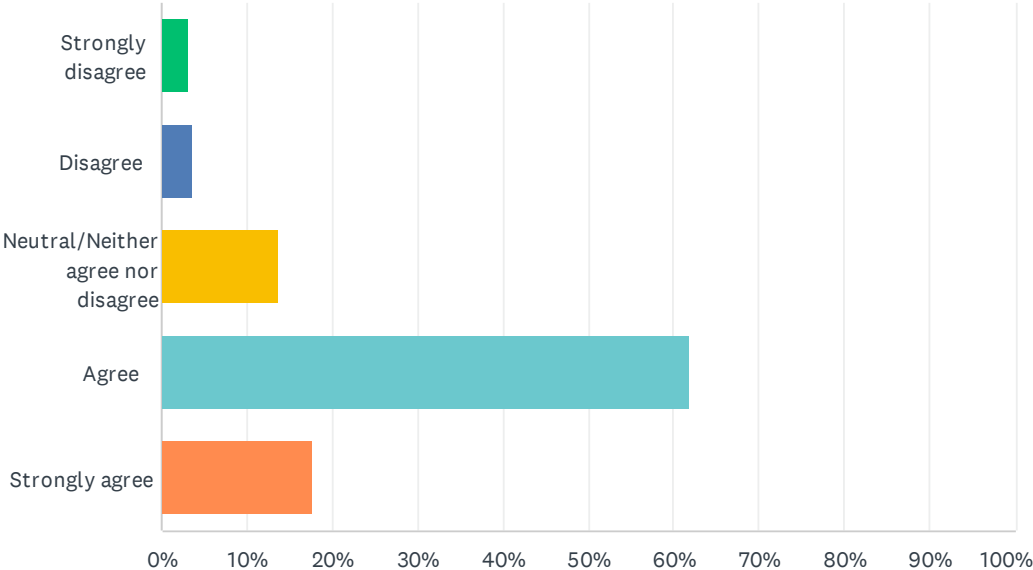
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Completely dissatisfied	3.14%	6
Not well satisfied	11.52%	22
Somewhat satisfied	29.32%	56
Satisfied	46.07%	88
Completely satisfied	9.95%	19
<b>TOTAL</b>		<b>191</b>

# Q5 I receive the information I need to do my job effectively.

Answered: 191 Skipped: 3

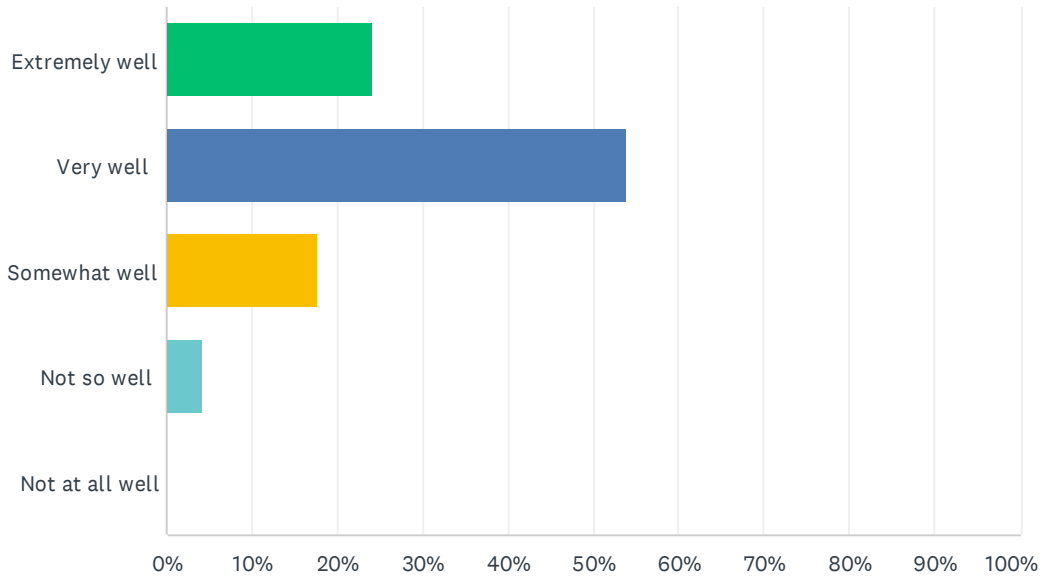


ANSWER CHOICES	RESPONSES	
Strongly disagree	3.14%	6
Disagree	3.66%	7
Neutral/Neither agree nor disagree	13.61%	26
Agree	61.78%	118
Strongly agree	17.80%	34
<b>TOTAL</b>		<b>191</b>



### Q6 How well do the members of your team communicate with each other?

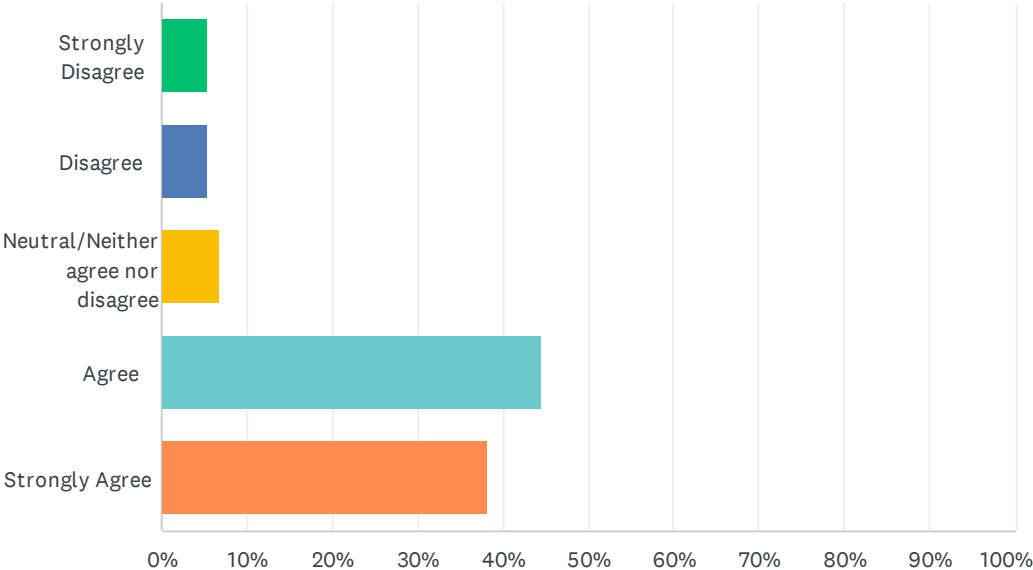
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely well	24.08%	46
Very well	53.93%	103
Somewhat well	17.80%	34
Not so well	4.19%	8
Not at all well	0.00%	0
<b>TOTAL</b>		<b>191</b>

# Q7 My direct supervisor keeps me and my department informed.

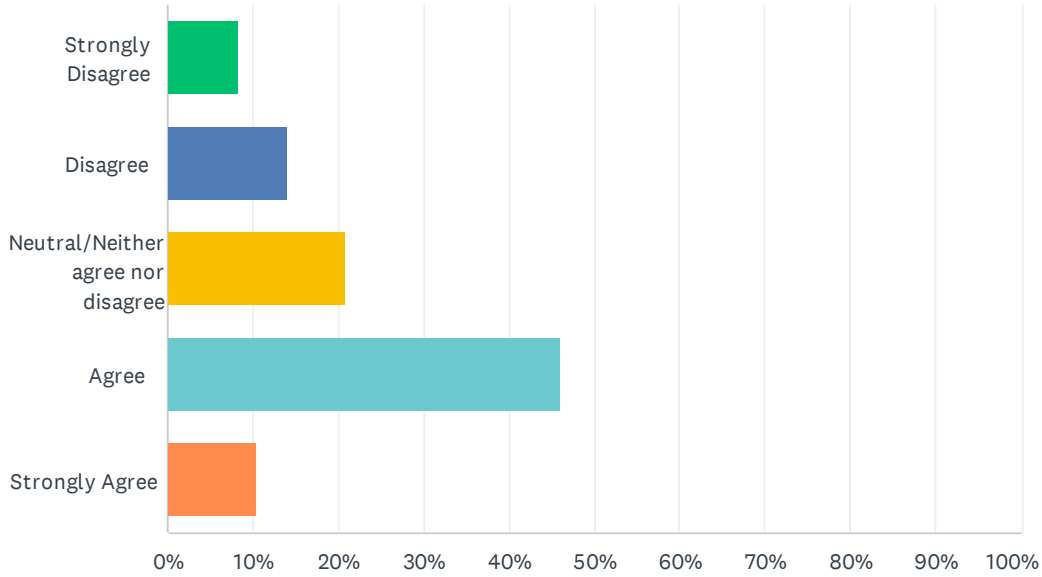
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	5.24%	10
Disagree	5.24%	10
Neutral/Neither agree nor disagree	6.81%	13
Agree	44.50%	85
Strongly Agree	38.22%	73
<b>TOTAL</b>		<b>191</b>

## Q8 Communication between senior leaders and employees is good in my organization.

Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.38%	16
Disagree	14.14%	27
Neutral/Neither agree nor disagree	20.94%	40
Agree	46.07%	88
Strongly Agree	10.47%	20
<b>TOTAL</b>		<b>191</b>

## **Employee Engagement Results**

There is a decrease in respondents who agreed or strongly agreed they are satisfied with the culture of the workplace from 75% in 2023 to 69% in 2024.

The number of respondents who agree or strongly agree to the question “I have the tools I need to enable me to do my job effectively” was 80% In 2024, unchanged from 2023.

The 2024 survey indicates respondents who feel they have good working relationships with their supervisor was down slightly, 87% in 2024 compared with 93% in 2023. In addition, 79% of respondents understand how their work impacts the library’s strategic plan goals, which is about the same as 2023. Respondents who agree or strongly agree with the question “Employees treat each other with respect” increased from 87% in 2023 to 90% in 2024.

The 2024 survey indicates that 43% of respondents agree or strongly agree that “senior management and employees trust each other,” compared with 45% in 2023.

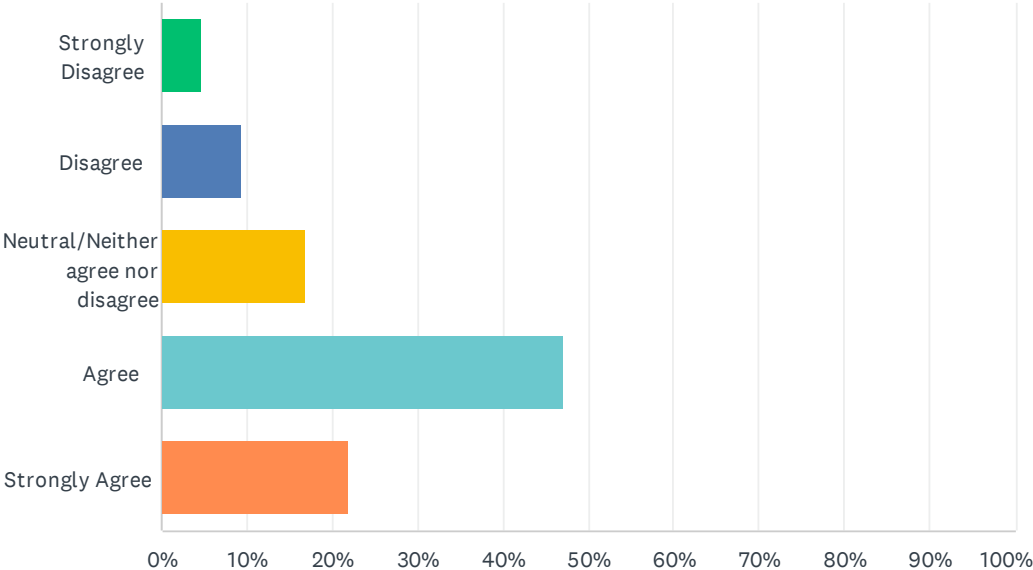
### Benchmarks

Similar to the 2023 survey, most of the questions indicate a higher level of satisfaction and engagement from GRRL respondents than the benchmark data. SurveyMonkey provides benchmark data to compare with other companies who have used the same question. The following is a comparison of GRRL responses to the Top 2 Box Score benchmark data. GRRL is in the top 50-75% of responses for five of the global benchmark questions. Responses were near median for the new question “I am able to make decisions affecting my work.” Results for “I am satisfied with the culture of my workplace” went from being above benchmark in 2023 to slightly below benchmark in 2024. Questions regarding communication and trust between senior leadership went down slightly from 2023.

Survey Question	Agree/Satisfied		Strongly Agree/ Completely Satisfied	
	GRRL%	Benchmark%	GRRL%	Benchmark%
I am satisfied with the culture of my workplace	47	43	22	27
Communication between senior leaders and employees is good in my organization	46	39	11	20
My supervisor and I have a good working relationship	37	38	51	45
Senior management and employees trust each other	34	39	9	20
My organization’s work positively impacts people’s lives	36	41	57	41
I am determined to give my best effort at work each day	34	38	60	53
My coworkers and I have a good working relationship	40	45	52	43
Employees treat each other with respect	46	47	44	31
I am able to make decisions affecting my work.	53	51	24	27

### Q13 I am satisfied with the culture of my workplace.

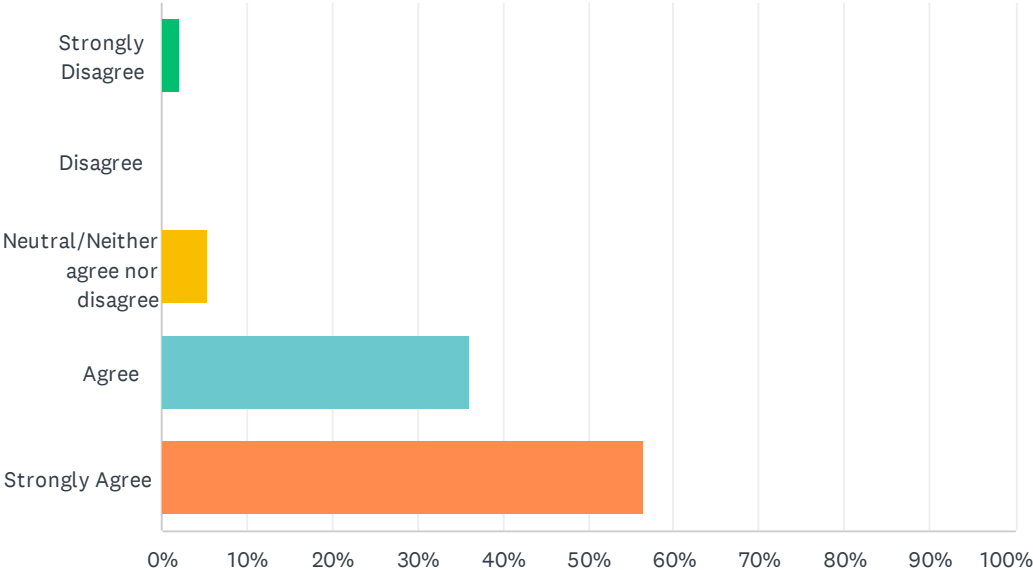
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.71%	9
Disagree	9.42%	18
Neutral/Neither agree nor disagree	16.75%	32
Agree	47.12%	90
Strongly Agree	21.99%	42
<b>TOTAL</b>		<b>191</b>

# Q14 My organization's work positively impacts people's lives.

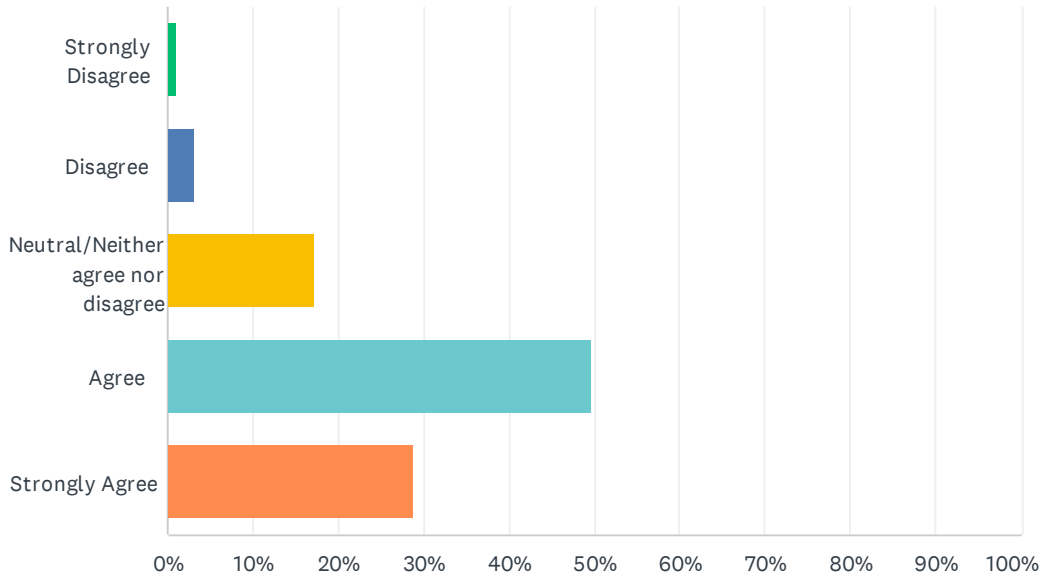
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.09%	4
Disagree	0.00%	0
Neutral/Neither agree nor disagree	5.24%	10
Agree	36.13%	69
Strongly Agree	56.54%	108
<b>TOTAL</b>		<b>191</b>

### Q15 I understand how my work impacts the library's strategic plan goals.

Answered: 191 Skipped: 3

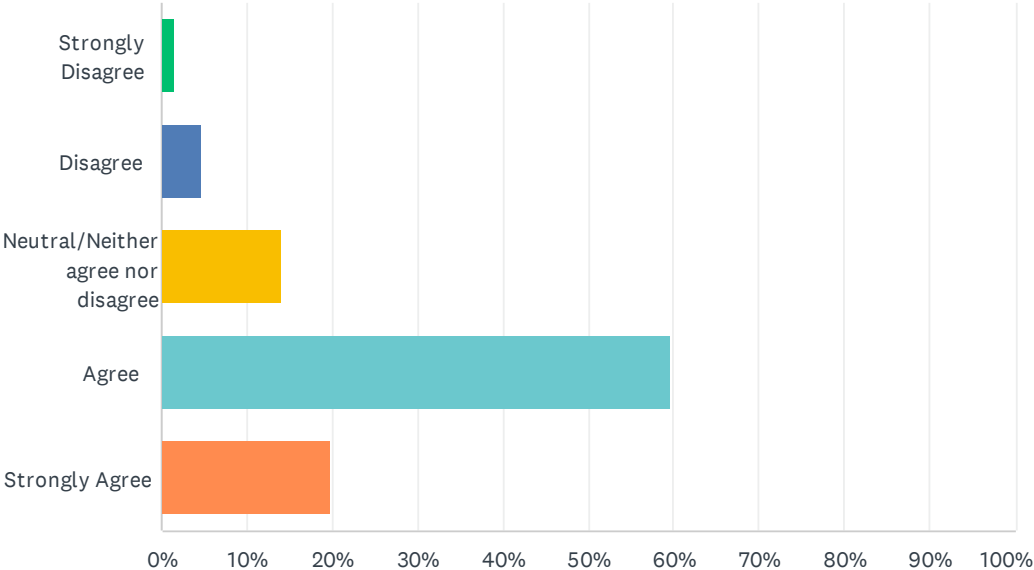


ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.05%	2
Disagree	3.14%	6
Neutral/Neither agree nor disagree	17.28%	33
Agree	49.74%	95
Strongly Agree	28.80%	55
<b>TOTAL</b>		<b>191</b>



# Q16 I have the tools I need to enable me to do my job effectively.

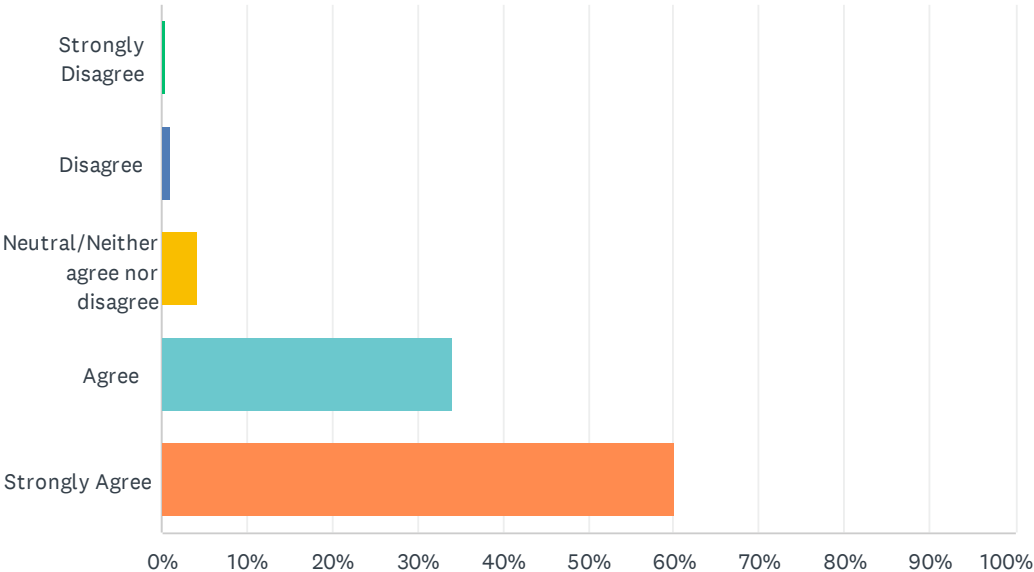
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.57%	3
Disagree	4.71%	9
Neutral/Neither agree nor disagree	14.14%	27
Agree	59.69%	114
Strongly Agree	19.90%	38
<b>TOTAL</b>		<b>191</b>

# Q17 I am determined to give my best effort at work each day.

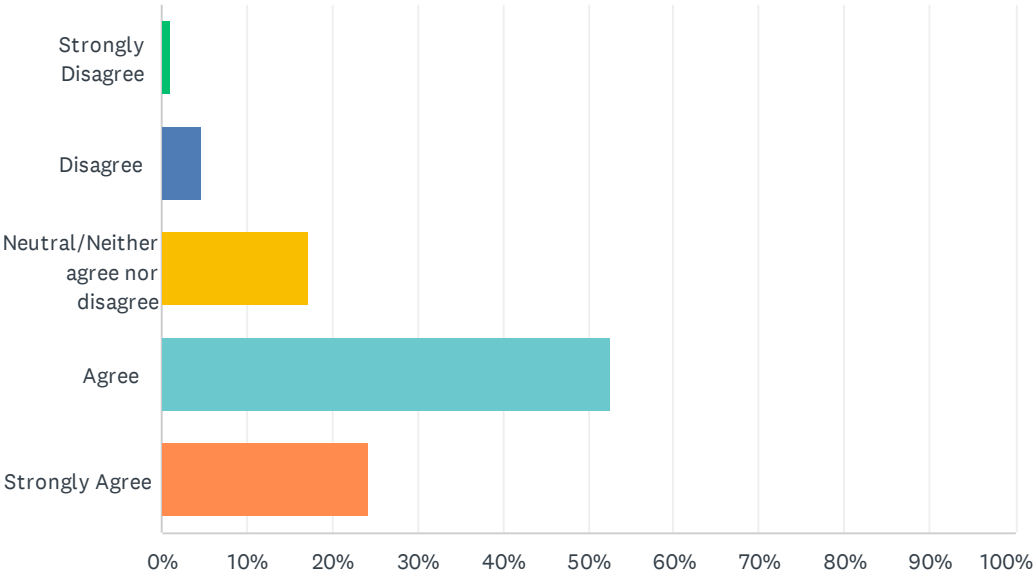
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.52%	1
Disagree	1.05%	2
Neutral/Neither agree nor disagree	4.19%	8
Agree	34.03%	65
Strongly Agree	60.21%	115
<b>TOTAL</b>		<b>191</b>

### Q18 I am able to make decisions affecting my work.

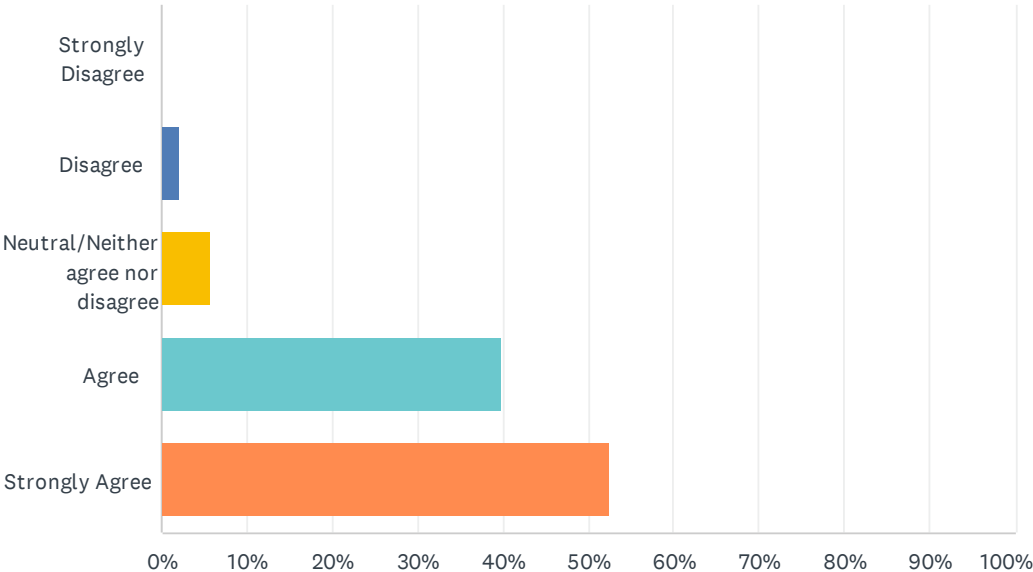
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.05%	2
Disagree	4.74%	9
Neutral/Neither agree nor disagree	17.37%	33
Agree	52.63%	100
Strongly Agree	24.21%	46
<b>TOTAL</b>		<b>190</b>

# Q19 My coworkers and I have a good working relationship.

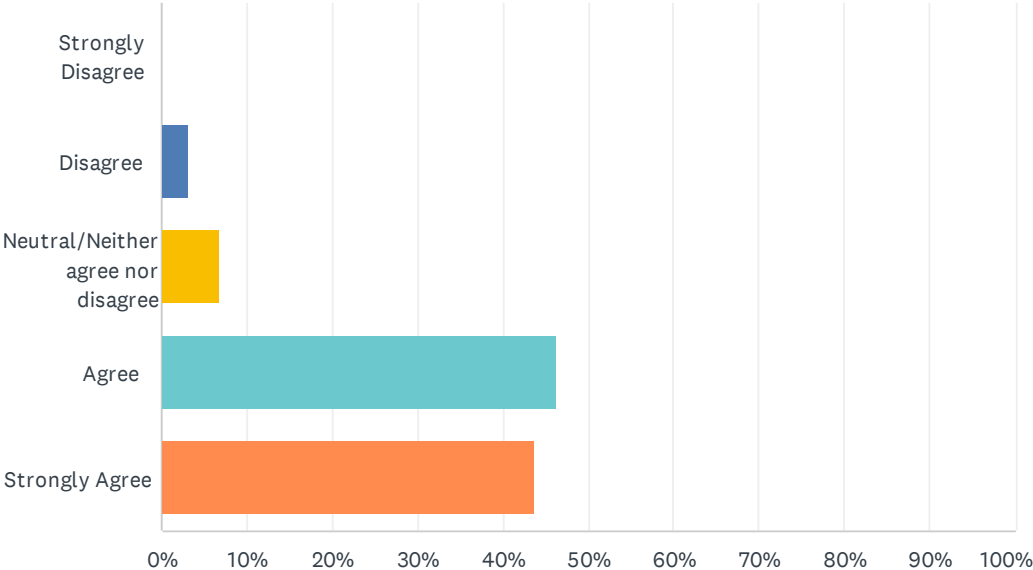
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	2.09%	4
Neutral/Neither agree nor disagree	5.76%	11
Agree	39.79%	76
Strongly Agree	52.36%	100
<b>TOTAL</b>		<b>191</b>

# Q20 Employees treat each other with respect.

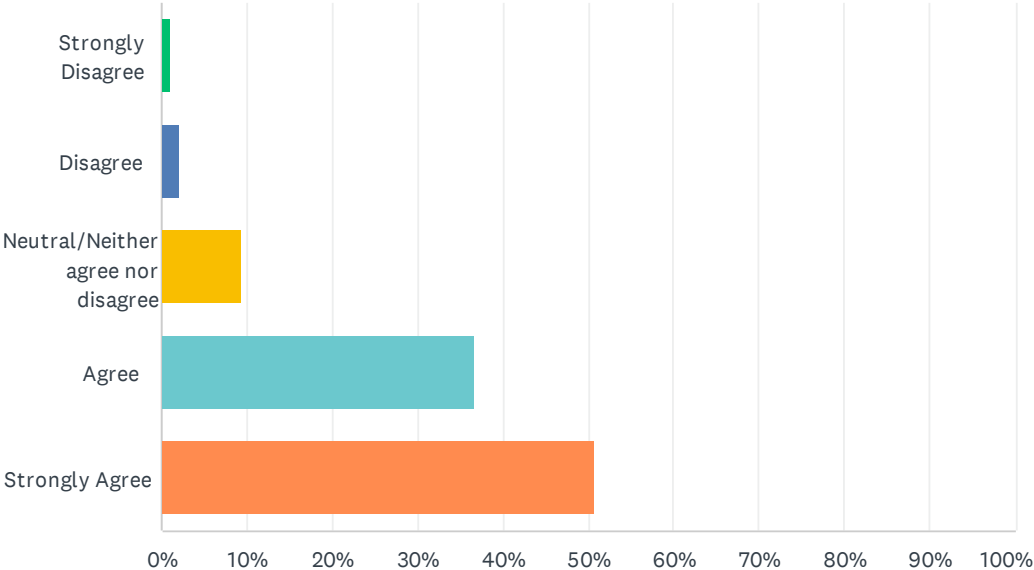
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	3.16%	6
Neutral/Neither agree nor disagree	6.84%	13
Agree	46.32%	88
Strongly Agree	43.68%	83
<b>TOTAL</b>		<b>190</b>

# Q21 My supervisor and I have a good working relationship.

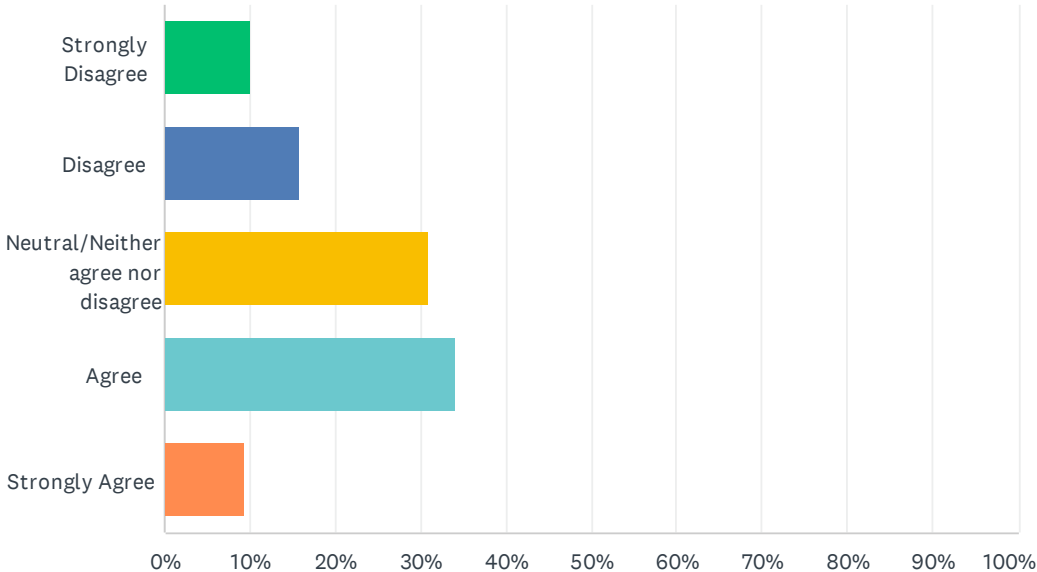
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.05%	2
Disagree	2.09%	4
Neutral/Neither agree nor disagree	9.42%	18
Agree	36.65%	70
Strongly Agree	50.79%	97
<b>TOTAL</b>		<b>191</b>

# Q22 Senior management and employees trust each other.

Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	9.95%	19
Disagree	15.71%	30
Neutral/Neither agree nor disagree	30.89%	59
Agree	34.03%	65
Strongly Agree	9.42%	18
<b>TOTAL</b>		<b>191</b>

## Comments

The 2024 survey included a question allowing respondents to include comments on how communication can be improved. Of the 194 responses, 105 respondents included comments for this question.

Approximately 60% of the comments came from staff who work in locations other than St. Cloud. The comments are summarized below.

- The most common response (13% of comments) was a desire for more meetings to ensure staff feedback reaches management.
- Some noted that communication is currently good or adequate.
- Others raised concerns about the timeliness and clarity of communication.
- There is a call for greater transparency regarding changes and decision-making processes.

A final question on the 2024 survey allowed staff to express any comments, questions or concerns.

There were a total of 66 responses to this question. Half of the comments came from staff who work in the St. Cloud building and half from other libraries. The comments are summarized below:

- 23% of comments raised staffing concerns, mainly about St. Cloud.
- 12% cited low pay, especially for aides.
- Several staff members appreciated the opportunity to share feedback.





## Policy Review

Submitted by Karen Pundsack, Executive Director

### BOARD ACTION REQUESTED

Information
  Discussion
  Action Requested

### RECOMMENDATION

Review Administration Chapter 6. Conflict of Interest policy.

### BACKGROUND INFORMATION

Supporting Documents Attached

- GRRL Administration Chapter 6. Conflict of Interest policy

Based on GRRL Board discussion in 2023, all policies are being placed on a three-year review cycle. The Conflict of Interest policy was written in 2019 as part of GRRL's 501c3 status requirements.

### FINANCIAL IMPLICATIONS

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

### ACTION

Passed                       Failed                       Tabled



# 100 Administration

## Chapter 6. Conflict of Interest

### Introduction

This conflict of interest policy is designed to help directors, officers and employees of the Great River Regional Library System identify situations that present potential conflicts of interest and to provide Great River Regional Library System with a procedure which, if observed, will allow a transaction to be treated as valid and binding even though a director, officer or employee has or may have a conflict of interest with respect to the transaction. The policy is intended to comply with the procedure prescribed in Minnesota Statutes, Sections [471.87] [471.88] [471.89] [471.895] governing conflicts of interest for public officials. In the event there is an inconsistency between the requirements and procedures prescribed herein and those in the applicable Minnesota Statutes, the Statute shall control.

The purpose of the conflict of interest policy is to protect GRRL's interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of a trustee or Leadership Support Team member or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to regional public library systems, nonprofit and charitable organizations.

### 6A. Definitions

#### 6A.1 Interested Person

Any trustee, Leadership Support Team member, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

#### 6A.2 Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

1. An ownership or investment interest in any entity with which GRRL has a transaction or arrangement,
2. A compensation arrangement with GRRL or with any entity or individual with which GRRL has a transaction or arrangement, or
3. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which GRRL is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that aren't insubstantial. A financial interest isn't necessarily a conflict of interest. A person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

### 6B. Procedures

#### 6B.1 Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the trustees and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

## 6B.2 Determining Whether a Conflict of Interest Exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

## 6B.3 Procedures for Addressing the Conflict of Interest

1. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/ she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
2. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
3. After exercising due diligence, the governing board or committee shall determine whether GRRL can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
4. If a more advantageous transaction or arrangement isn't reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested trustees whether the transaction or arrangement is in GRRL's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

## 6B.4 Violations of the Conflict of Interest Policy

1. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
2. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

## 6C. Records of Proceedings

The minutes of the governing board and all committees with board delegated powers shall comply with Minnesota Statute 13D open meeting law and contain:

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

## 6D. Compensation

1. A voting member of the governing board who receives compensation, directly or indirectly, from GRRL for services is precluded from voting on matters pertaining to that member's compensation.

2. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from GRRL for services is precluded from voting on matters pertaining to that member's compensation.
3. No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from GRRL, either individually or collectively, is prohibited from providing information to any committee regarding compensation.
4. No member of the board or immediate relative of a board member shall be considered for staff employment. No member of the board or immediate relative of a board member shall use for personal use or profit the resources, business, finances or contracts of the library that are not intended for personal use or profit.

## 6E. Annual Statements

Each trustee, Leadership Support Team member and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

1. Has received a copy of the conflict of interest policy,
2. Has read and understands the policy,
3. Has agreed to comply with the policy, and
4. Understands GRRL is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

## 6F. Periodic Reviews

To ensure GRRL operates in a manner consistent with charitable purposes and doesn't engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

1. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining.
2. Whether partnerships, joint ventures, and arrangements with management organizations conform to GRRL's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and don't result in inurement, impermissible private benefit, or in an excess benefit transaction.
3. An annual report will be submitted by April 1 of each year to the Minnesota Department of Education including the amounts expended and for what purposes, the number of library materials on hand, the number purchased and loaned in compliance with Minnesota Statute 134.13.
4. An annual audit by an independent auditor will be performed in compliance with Minnesota Statute 134.34 and the Government Auditing Standards issued by the Comptroller General of the United States as required by the Minnesota Department of Education-Minnesota State Library Agency.

## 6G. Use of Outside Experts

When conducting the periodic reviews, GRRL may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

Approved Date: 05/21/19

~~Effective Date: 05/21/19~~

~~Revised~~ Reviewed Date: 11/10/24





## 2025 Library Open Hours Adjustments

Submitted by Brandi Canter, Lead Patron Services Supervisor  
Cara Langston, Patron Services Supervisor

### BOARD ACTION REQUESTED

- Information
  Discussion
  Approve/Accept

### RECOMMENDATION

Reduce open hours in Swanville to 2021 levels due to inability to effectively staff the library at 23 open hours per week.

Shift open hours in Waite Park to better meet the needs of the community and provide more effective staffing.

### BACKGROUND INFORMATION

- Supporting Documents Attached

- Information about current and proposed hours and charts of library activity.

### FINANCIAL IMPLICATIONS

Estimated Cost: \$ NA

Funding Source:

Budgeted:  Yes

No

### ACTION

Passed

Failed

Tabled





## Library Open Hours Adjustments

### Swanville

In 2022, Swanville Library hours were increased from 20 to 23 hours per week as part of a regional effort to increase access for small and mid-size libraries. Unfortunately, circulation and borrower numbers have continued to decrease, and it has become increasingly difficult to effectively staff the added open hours. As a result, we recommend returning to 20 open hours per week and simplifying the schedule by concentrating on afternoon and evening hours.

Current Hours: 23	2025 Hours: 20	Change: - 3
Monday: 10 a.m. to 1 p.m. and 2 to 5 p.m.	Monday: 10 a.m. to 1 p.m. and 2 to 6 p.m.	+ 1 hour: Open from 5 to 6 p.m.
Tuesday: 10 a.m. to 1 p.m. and 2 to 5 p.m.	Tuesday: Closed	- 6 hours: Closed all day.
Wednesday: 4 to 7 p.m.	Wednesday: 2 to 7 p.m.	+ 2 hours: Open from 2 to 4 p.m.
Thursday: 10 a.m. to 1 p.m. and 2 to 5 p.m.	Thursday: 2 p.m. to 7 p.m.	- 1 hour: Close from 10 a.m. to 1 p.m., open from 5 to 7 p.m.
Friday: Closed	Friday: Closed	No Change
Saturday: 10 a.m. to Noon	Saturday: 9 a.m. to Noon	+ 1: Open from 9 to 10 a.m.

*Busiest (red) and slowest (green) hours at current schedule, based on 2023-2024 activity:*

	MON	TUE	WED	THR	FRI	SAT
10:00AM	160	237	121	214	181	520
11:00AM	251	214	35	189	244	379
12:00PM	497	273	14	317	7	97
01:00PM	53	124	44	10	89	49
02:00PM	208	204	172	197	58	0
03:00PM	245	232	91	336	96	1
04:00PM	444	334	533	205	107	3
05:00PM	87	90	319	60	83	0
06:00PM	63	5	429	91	0	0

**Waite Park**

We recommend shifting two low-use hours from Monday to higher-use days, Tuesday and Wednesday. This would ease congestion in the library on Tuesdays, which are currently only open from 10:00 a.m. to 1:00 p.m. It would also provide after-work hours for Wednesday, which has been a busier day.

<b>Current Hours: 32</b>	<b>2025 Hours: 32</b>	<b>Change: 0</b>
Monday: 12 to 7 p.m.	Monday: 12 to 5 p.m.	- 2 hours: Close 5 to 7 p.m.
Tuesday: 10 a.m. to 1 p.m.	Tuesday: 10 a.m. to 2 p.m.	+ 1 hours: Open from 1 to 2 p.m.
Wednesday: 12 to 5 p.m.	Wednesday: 12 to 6 p.m.	+ 1 hours: Open from 5 to 6 p.m.
Thursday: 10 a.m. to 7 p.m.	Thursday: 10 a.m. to 7 p.m.	No change
Friday: 12 to 5 p.m.	Friday: 12 to 5 p.m.	No change
Saturday: 10 a.m. to 1 p.m.	Saturday: 10 a.m. to 1 p.m.	No change

*Busiest (red) and slowest (green) hours at current schedule, based on 2023 activity:*

	MON	TUE	WED	THR	FRI	SAT
10:00AM		178.83		113.00		204.83
11:00AM		212.50		160.50		206.00
12:00PM	187.33	237.83	209.50	182.83	172.83	151.83
01:00PM	139.50		207.67	190.00	200.00	
02:00PM	124.50		216.83	141.00	144.00	
03:00PM	114.67		155.50	166.50	135.00	
04:00PM	150.17		229.17	179.83	160.67	
05:00PM	89.67			135.17		
06:00PM	64.33			79.50		