

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

Board of Trustees Meeting
Tuesday, March 18, 2025, 6:00 p.m.
St. Cloud Public Library Mississippi Room
Agenda

Public Open Forum—Total time: 10 minutes, each person limited to two minutes, speakers must address library related topics not already on the agenda, board members will not interact with public speaker (concerns are referred to management for follow-up), and all parties are expected to display appropriate behavior.

- | | |
|--|-------|
| 1. Call to Order | 6:00 |
| 2. Oath of Office (verbal) | 6:01 |
| 3. Appointment of Executive Committee Member (verbal) | 6:02 |
| 4. Adoption/Amendment of Agenda | 6:03 |
| 5. Approval of Minutes – January 21, 2025 | 6:04 |
| 5.1 Board Meeting (Requested Action – Approve) | pg 3 |
| 5.2 Personnel Committee Meeting (Requested Action – Approve) | pg 9 |
| 6. Public Open Forum | 6:06 |
| 7. Financials | 6:10 |
| 7.1 Bills (emailed) and Addendum (on table) (Requested Action – Approve) | |
| 7.2 Financial Reports (emailed) (Requested Action – Accept) | |
| 7.3 Current Letter of Credit Designation (Requested Action – Accept) | pg 11 |
| 8. Consent Agenda (Requested Action – Approve) | 6:12 |
| 8.1 2024 Minnesota Public Library Annual Report | pg 15 |
| 8.2 Other | |
| 9. Communications | 6:14 |
| 9.1 Other | |
| 10. Presentations | 6:14 |
| 10.1 Other | |
| 11. Staff Reports | 6:15 |
| 11.1 Executive Director’s Report | pg 17 |
| 11.2 Management Reports | pg 21 |
| 11.3 Building Reports | pg 33 |
| 11.4 Other | |
| 12. Committee Reports | 6:20 |
| 12.1 Finance Committee (verbal) (Requested Action – Approve) | |
| 12.2 Strategic Plan Committee (verbal) | |
| 12.3 Central Minnesota Libraries Exchange Board (verbal) | |

13. Unfinished Business	6:30
13.1 Fund Development Committee Member Job Description (Requested Action – Approve) pg 35	
13.2 Public Open Forum Update pg 39	
13.3 Other	
14. New Business	6:40
14.1 Project Evaluations pg 41	
14.1.1 American Rescue Plan Act Laptops pg 43	
14.1.2 Local Tablets pg 47	
14.2 GRRL Policy Review & Revisions – Administration (Requested Action – Approve) pg 49	
14.3 Labor Negotiations Discussion – Closed Session	
<i>Closed meeting for labor negotiations strategy pursuant to Minnesota Statute 13D.03</i>	
14.4 Other	
15. Board Open Forum	7:30
16. Next Meetings: April 15, 2025, Board of Trustees Work Session	7:34
April 15, 2025, Finance Committee	
17. Adjournment	7:35

**GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
January 21, 2025**

President Jayne Dietz called the Great River Regional Library (GRRL) Board of Trustees regular meeting to order on Tuesday, Jan. 21, 2025, at 6:03 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Zurya Anjum, Tarryl Clark, Teresa Dahl, Jayne Dietz, Melissa Fee, Gregg Felber, Lynn Grewing, Laura Kangas, Bobby Kasper, Ed Popp, Jacey Wallace

Members Excused: Tim Denny, Tina Diedrick, Holly Lammers

GRRL Staff Present: Karen Pundsack, Patricia Waletzko

INTRODUCTION OF NEW BOARD MEMBERS & OATH OF OFFICE

Sherburne County Commissioner Gregg Felber was introduced and welcomed. After he read the Oath of Office, Board and staff members introduced themselves.

ADOPTION/AMENDMENT OF AGENDA

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

ELECTION OF GREAT RIVER REGIONAL LIBRARY 2025 BOARD OFFICERS

The following GRRL Board officers were elected:

President – Ed Popp nominated Jayne Dietz for President. Tarryl Clark seconded the nomination. There being no further nominations, Jayne Dietz closed nominations. All voted to elect Jayne Dietz as President.

Vice President – Melissa Fee nominated Zurya Anjum for Vice President. Bobby Kasper seconded the nomination. There being no further nominations, Jayne Dietz closed nominations. All voted to elect Zurya Anjum as Vice President.

Secretary – Bobby Kasper nominated Melissa Fee for Secretary. Zurya Anjum seconded the nomination. There being no further nominations, Jayne Dietz closed nominations. All voted to elect Melissa Fee as Secretary.

Treasurer – Tarryl Clark nominated Ed Popp for Treasurer. Gregg Felber seconded the nomination. There being no further nominations, Jayne Dietz closed nominations. All voted to elect Ed Popp as Treasurer.

APPOINTMENTS TO GREAT RIVER REGIONAL LIBRARY 2025 STANDING COMMITTEES

The following GRRL Board standing committees were appointed:

Executive Committee

Jayne Dietz, President – Sherburne County Citizen Representative
Zurya Anjum, Vice President – Stearns County Citizen Representative
Melissa Fee, Secretary – Wright County Citizen Representative
Ed Popp, Treasurer – Benton County Commissioner

Tim Denny – Todd County
Bobby Kasper – Morrison County

Finance Committee

Jayne Dietz, President – Sherburne County
Ed Popp, Treasurer – Benton County
Tarryl Clark – Stearns County
Tim Denny – Todd County
Tina Diedrick – Wright County
Gregg Felber – Sherburne County
Bobby Kasper – Morrison County

Personnel Committee

Jayne Dietz, President – Sherburne County
Al Amdahl – Stearns County
Teresa Dahl – Wright County
Tina Diedrick – Wright County
Melissa Fee – Wright County
Lynn Grewing – Stearns County
Jacey Wallace – Wright County

Fund Development Committee

Zurya Anjum
Tarryl Clark
Teresa Dahl

APPROVAL OF MINUTES

Board Meeting

Zurya Anjum made a motion to approve the November 19, 2024, Board minutes as presented. Seconded by Melissa Fee, the motion carried unanimously.

Finance Committee Meeting

Ed Popp made a motion to approve the November 19, 2024, Finance Committee minutes as presented. Seconded by Al Amdahl, the motion carried unanimously.

PUBLIC OPEN FORUM

There were no speakers for the public open forum.

FINANCIALS

Bills

Tarryl Clark made a motion to approve the December and January bills and January bills addendum as presented. Seconded by Laura Kangas, the motion carried unanimously.

Financial Reports

Zurya Anjum made a motion to accept the November and December financial reports as presented. Seconded by Ed Popp, the motion carried unanimously.

Fourth Quarter 2024 Financial Report

The 2024 fourth quarter financial report was briefly reviewed. Details will be provided at the February Finance Committee meeting.

Ed Popp made a motion to approve the fourth quarter 2024 financial report as presented. Seconded by Tarryl Clark, the motion carried unanimously.

CONSENT AGENDA**Annual Financial Designations****Designation of Official Newspaper****Regional Library Telecommunications Aid: Priority 2 FY25 Application**

Lynn Grewing made a motion to approve the annual financial designations, official newspaper designation, and Regional Library Telecommunications Aid: Priority 2 FY25 Application as presented. Seconded by Gregg Felber, the motion carried unanimously.

COMMUNICATIONS**2025 Meeting Schedule**

The 2025 meeting schedule was reviewed.

MCIT Certificate of Excellence

A few Board members commented that receiving this award from Minnesota Counties Intergovernmental Trust (MCIT) is outstanding.

PRESENTATIONS

There were no presentations.

STAFF REPORTS**Executive Director's Report****Management Reports**

Executive Director Karen Pundsack stated that Wright County notified us today of their citizen representative appointment, Holly Lammers. Karen also shared the status of GRRL's Year End Campaign goals. Zurya Anjum commented the Fund Development Committee has tried for many years to reach 100 percent participation from the Board. She encouraged all to contribute something to show the Board is committed to the library.

Building Reports

Karen Pundsack mentioned several cities with GRRL libraries that are discussing a new library building or remodel of the existing.

Human Resources Reports

On the staff recognition report, Library Associate Lisa Hill was pointed out for her 25 years of service. She is one of 15 staff members that have been with GRRL 25 years or longer. Also noted were staff in positions that have been challenging fill. Appreciation was expressed for everyone on the report.

Unique Management**Revenue Recapture**

Unique Management facilitates the return of materials to the library. Revenue Recapture recovers funds for materials not returned. Although GRRL has moved to fines free for all materials, the cost of these services continues to be recouped.

COMMITTEE REPORTS

Personnel Committee

GRRL Policy Review & Updates

Jacey Wallace reported that the Personnel Committee reviewed policies and approved updates related to Earned Sick and Safe Time (ESST) changes and GRRL's conversion to Paylocity. The ESST updates were due to legislative statute changes.

Position Descriptions Revisions

- *Senior Library Aide*
- *Summer Library Aide*
- *Library Aide*
- *St. Cloud Library Aide*
- *Circulation Aide – replaced*
- *Distribution Aide – replaced*

The Committee also reviewed and approved the Library Aide position descriptions. They were updated to reflect the approved pay grade change for all aides and creation of the St. Cloud Library Aide position.

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

Central Minnesota Libraries Exchange (CMLE) Board

Jayne Dietz stated the CMLE grant committee met Friday, Jan. 17. The CMLE Board discussed new grant guidelines in December. Bonnie Hedlund at Resource Training & Solutions will manage the grants. Unspent 2024 grant funds went into the general fund reserves. The CMLE member base is also being worked on.

UNFINISHED BUSINESS

There was no unfinished business to address.

NEW BUSINESS

Proposed 2026 Budget Process Timeline

The GRRL Joint Powers Agreement states GRRL needs to have the next year's budget set by August 1 of the current year. When the Finance Committee was added to our Bylaws, Benton County's budget process was adopted. Karen Pundsack explained the timeline tasks and dates.

Ed Popp made a motion to approve the 2026 Budget Process Timeline as proposed. Laura Kangas seconded the motion, which carried unanimously.

GRRL Policy Review & Revisions – Administration

Karen Pundsack noted the Administration policy chapters omitted from this group that will be reviewed separately. She explained how policy language was revised and references to the GRRL logic model were incorporated.

Gregg Felber asked if language in the first bullet point of policy 3B. Volunteers is required. Karen replied it is not required, but comes from GRRL Personnel policy so the two align in relation to hiring and selection anti-discrimination language.

Zurya Anjum asked for Library Youth Advisory Council updates to be shared regularly at Board meetings. Karen stated they met last Friday and conducted officer elections. The council will receive the Strategic Plan Steering Committee's strengths, weaknesses, opportunities, and threats (SWOT) analysis.

Bobby Kasper made a motion to approve the Administration policy revisions as presented. Lynn Grewing seconded the motion, which carried with Gregg Felber opposed.

American Library Association (ALA) United for Libraries Board Training

Training for library boards is available through ALA's United for Libraries. Karen Pundsack informed the Board that State Library Services has paid a two-year subscription for Minnesota library boards. She described various topics available. Board consensus was for the members to do individual training. Karen will forward Board member email addresses to ALA for individual access and provide training recommendations.

Library Legislative Day is Thursday, Feb. 20. Karen mentioned those who went to the Capitol last year and the legislators who met with them. The visit raises awareness and establishes relationships. Board members were invited to participate if interested.

BOARD OPEN FORUM

There were no additional comments from the Board.

NEXT MEETINGS

The next Great River Regional Library Board of Trustees meeting will be Tuesday, Feb. 18, 2025.

ADJOURNMENT

Jayne Dietz adjourned the meeting at 7:00 p.m.

Jayne Dietz, President

Melissa Fee, Secretary

**GREAT RIVER REGIONAL LIBRARY
PERSONNEL COMMITTEE MINUTES
January 21, 2025**

Chairperson Jacey Wallace called the Great River Regional Library (GRRL) Personnel Committee to order on Tuesday, Jan. 21, 2025, at 5:30 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Jayne Dietz, Melissa Fee, Lynn Grewing, Bobby Kasper, Jacey Wallace

Members Excused: Tina Diedrick

GRRL Staff Present: Karen Pundsack, Patricia Waletzko, Nichol Wojcik

ADOPTION OF AGENDA

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

APPROVAL OF MINUTES

Lynn Grewing made a motion to approve the Nov. 19, 2024, Personnel Committee minutes as presented. Seconded by Melissa Fee, the motion carried unanimously.

GRRL POLICY REVIEW & UPDATES

The policy updates are related to Earned Sick and Safe Time (ESST) changes and GRRL's conversion to Paylocity. Associate Director – Human Resources Nichol Wojcik noted the ESST statute changed. This prompted our policy updates, which were reviewed by legal counsel.

Melissa Fee made a motion to approve the Personnel policy updates as presented. Seconded by Bobby Kasper, the motion carried unanimously.

POSITION DESCRIPTIONS REVISIONS

Senior Library Aide

Summer Library Aide

Library Aide

St. Cloud Library Aide

Circulation Aide – replaced

Distribution Aide – replaced

The Library Aide position descriptions were reviewed. Revisions reflected the approved pay grade change for all aides and creation of the St. Cloud Library Aide position. A typo was noted in one description.

Al Amdahl made a motion to approve the revised position descriptions and one correction. Seconded by Melissa Fee, the motion carried unanimously.

NEXT MEETING

The next Personnel Committee meeting is to be determined.

ADJOURNMENT

Jacey Wallace adjourned the meeting at 5:39 p.m.

Jacey Wallace, Chair



Effective Date: February 26, 2025
LETTER OF CREDIT NO. 1009339

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. 1009339 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 March 28, 2025 (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 Loc

Des Moi

By: _____



Title: _____ Lead Risk, Money Desk and Cash Analyst Feb 26, 2025

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. 1009339 (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: _____



2024 Minnesota Public Library Annual Report Approval Form

Minnesota Statutes 134.13 requires the board of a public library to submit an annual report to the Minnesota Department of Education no later than April 1 each year.

Please print the name of the library submitting this form below.

Great River Regional Library

Name of Library

I certify that I have read the library's annual report and approve its submission to the Minnesota Department of Education, State Library Services.

Signature and Date of Library Board President/City or County Representative

Jayne Dietz, Board President

Printed Name of Library Board President/City or County Representative

Signature and Date of Library Director

Karen Pundsack, Executive Director

Printed Name of Library Director

Please return this signed form by mail, email, or fax to:

State Library Services
Minnesota Department of Education
400 NE Stinson Blvd
Minneapolis, MN 55413

Email: verena.getahun@state.mn.us

Fax: 651-582-8752



Minnesota's public library annual report is made possible, in part, by funding from the Minnesota Department of Education through a Library Services and Technology Act (LSTA) grant from the Institute of Museum and Library Services.

Executive Director Report March 2025

GRRL 2026-2030 Strategic Planning

On January 15, 27 GRRL Board and staff members came together to begin our strategic plan update. We spent time imagining what GRRL would be like five, 10, and 20 years from now. This is the first step in a yearlong process to update our five-year strategic plan. This plan is required by the state and will outline our regional goals. We also aim to add local goals that align with the regional goals of the plan.

Members of the Strategic Plan Steering Committee and subcommittees represent the GRRL Board, Leadership Support Team, the Library Youth Advisory Council, Fund Development Committee, and Diversity, Equity and Inclusion Team. We also have subcommittees that will focus on Tier 1 & 2 libraries and Tier 3 libraries/St. Cloud Library.

Subcommittees met in February and developed top priorities for each group. The Steering Committee meets on March 12 and 26 to start building a shared regional vision. In April, we will hold small group staff meetings around the region for staff at all levels to be involved as well.

Meetings with key city stakeholders are being conducted. So far, we have met with the city administrators of St. Michael, Albertville, and Hanover, the new Becker mayor, and the new Long Prairie city administrator/clerk and mayor. Themes from the meetings so far are that cities support the work of the library, are open to promoting library services through city channels, and a desire to maintain a small-town feel regardless of community size.

Leadership Support Team (LST)

The team developed top priorities for 2025. With this being a strategic planning year, the overarching theme for the year is big picture thinking (Forward Thinking) and shared expectations (Exceptional Service).

For 2025, LST meetings include monthly topics to help us with visioning for the 2030 GRRL Strategic Plan. February's topic was time management and moving from reactive to proactive. Our conversation centered on a Craig Groeschel leadership podcast episode titled "Your Most Focused Year Yet." Some takeaways from the discussion were:

- Focus on process, not the results
- Say "yes" to the right things
- The effect of focusing time on tasks with "good" vs. "greatest" impact
- The idea of focusing on process to achieve long-range goals

LST reviewed retention for Daily News and other staff webpage content. Migrating the staff website has brought questions about what content needs to be maintained and what can be purged. Purging old content will improve search results and get rid of outdated information. GRRL is in the process of updating our retention schedule, so the changes will need to align with these updates.

We discussed the preliminary 2026 Base Budget and pending department budget requests. A proposal will be brought to the Finance Committee to expand MessageBee services for patron notices.

Diversity, Equity and Inclusion (DEI) Team

The DEI Team met in February and March. February's meeting focused on preparing for the GRRL Board work session presentation. We are also surveying public service staff to learn more about the number of languages encountered when working at the desk. Over 100 staff members responded to the survey.

The team also discussed situations frontline staff are encountering due to the challenging political climate. We will be coming up with best practices for staff to help them navigate difficult situations. We also will identify training and resources to offer staff to better serve the public.

Council of Regional Public Library System Administrations (CRPLSA)

CRPLSA met online in January and February and discussed legislative strategy. We also are conducting a Request for Proposal (RFP) to survey the public library community. The survey would guide whether an updated Minnesota public library standards is warranted. These standards were last updated in 1996, so they are significantly out of date. There are mixed opinions on whether updating the document would be beneficial on a statewide level.

Minnesota Library Association (MLA) Library Legislative Day

I attended Library Legislative Day at the state Capitol on February 20 with Associate Director – Collection Development Jami Trenam. At the beginning of the day, I testified on behalf of the public library community to the Senate Finance Committee. The hearing was on Minnesota libraries and included updates on the impact of legislative changes and funding increases from the previous legislative session.

Jami and I met with Representative Joe McDonald, chair of the House Legacy Finance Committee. It was a productive meeting, and he signed onto the library Legacy bill (HF 1790) after our meeting.

I also joined library staff members from Anoka County in a meeting with Representative Paul Novotny from Elk River. He is a member of the Higher Education Finance and Policy Committee, which is a key committee responsible for some Minitex funds.

Revenue Recapture Audit

We were contacted last month by the Minnesota Department of Revenue. They are conducting an audit of our Revenue Recapture processes. Patron Services Specialist Beth Ringsmuth Stolpman, Associate Director – Accounting Amy Anderson, and I met with the assigned worker to learn what would be involved. Documents and supporting materials are being submitted for review. We have a follow-up meeting scheduled at the end of March.

Highlighted Executive Director Activities since January Board Meeting

Jan. 22 – LST Board follow-up meeting
 Jan. 23 – DEI Team meeting
 Jan. 27 – Audit prep meeting
 Jan. 28 – Meeting with Maple Lake Library representatives
 Jan. 29 – LST meeting
 Jan. 30 – CRPLSA online meeting
 Feb. 3 – GRRL Board orientation with Holly Lammers and Gregg Felber
 Feb. 4 – Compensation study meeting with DDA, state book challenge statute webinar
 Feb. 6 – Create CommUNITY Advisory Board meeting
 Feb. 7 – LMC training
 Feb. 11 – Regional Staff meeting, CMLE Executive Committee meeting

Feb. 12 – MCIT Cybersecurity training, CRPLSA legislative strategy meeting
 Feb. 13 – DEI Team meeting, Buffalo staffing meeting, Stearns County Human Services Council, St. Cloud Reading Room retention meeting
 Feb. 18 – St. Michael stakeholders meeting, GRRL Board work session
 Feb. 19 – Minnesota Revenue Recapture audit meeting
 Feb. 20 – Library Legislative Day at the Capitol
 Feb. 21 – Pierz staffing meeting
 Feb. 25 – Buffalo staffing meeting, compensation study meeting with DDA
 Feb. 26 – LST meeting
 Feb. 27 – MLA mock interview, Library Trends webinar
 March 4 – Meeting with Becker Mayor Mark Kobilinski
 March 5 – Chamber Lunchtime Learning – Customer Retention
 March 6 – Create CommUNITY Advisory Board
 March 10 – Meeting with Long Prairie City Administrator/Clerk Candace Bruder and Mayor James Kreemer
 March 11 – Orientation with Rockford LSC Christina Heitz
 March 12 – GRRL Strategic Plan Steering Committee, CMLE meeting
 March 13 – DEI Team meeting, Stearns County Human Services Advisory Board, St. Cloud Reading Room Society
 March 17 – MLA webinar presentation – Supporting Immigrants and New Americans
 March 18 – Benton County presentation with Sr. Circulation Assistant Jen Thompson, Organizational Orientation

Management Reports March 2025

Amy Anderson
Associate Director – Accounting

Accounting

The annual audit took place March 3-7 in a hybrid format. An audit team was on site for testing and records review. This is the first year Schlenner Wenner & Co., CPAs, conducted the third-party audit. Two Finance Committee members are needed to represent the Board as part of the audit exit meeting in April. Schlenner Wenner representatives will present to the full Board at the May 20 meeting.

Investments

On February 28, the interest rate for MAGIC savings was 4.40 percent. There are currently 29 certificates of deposit (CD) in the GRRL portfolio. Six are invested with local institutions. There are 18 maturities remaining in 2025. These outcomes align with the strategic plan objective to maximize library financial investment options.

Matured CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Crossfirst Bank, KS	01/27/2025	\$239,000	5.20%	\$9,528.57
Bank of Montgomery, LA	02/04/2025	\$240,000	5.35%	\$9,764.38
Toiga Franklin Savings Bank, PA	02/10/2025	\$240,000	5.35%	\$9,800.55
MidCountry Bank, MN	02/23/2025	\$250,000	4.90%	\$6,954.31

Purchased or Renewed CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
First Security Bank and Trust, OK	01/27/2026	\$239,000	4.45%	\$10,994.00
T Bank, TX	02/04/2026	\$239,000	4.29%	\$10,611.60
Boone Bank & Trust, IA	02/10/2026	\$239,000	4.30%	\$10,635.50
MidCountry Bank, MN	02/24/2026	\$235,000	3.90%	\$9,165.40

Letter of Credit

Letter of Credit No. 1009339 was issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank for \$550,000, and is dated February 26, 2025.

Jeannette Burkhardt
Patron Services Supervisor

Staffing

Currently, there are a variety of positions open in several libraries across the southern portion of the region. Locations include Annandale/Kimball, Buffalo, Monticello, and Rockford.

Programming

Staff at the Becker Library offered a special evening storytime. The event was a big success, and staff are looking at possibly offering more evening storytime events throughout the year.

<https://patriotnewsmn.com/news/pajama-storytime-fun-night-at-becker-library>

Friends of the Delano Library held their annual quilt show at the Delano Library during February. This is a well-received event with local quilters participating. People from neighboring communities, and as far as Minneapolis, have traveled to the Delano Library to view the quilts. Quilts were displayed through March 6.



The St. Michael Library held a carnival-style event called Bring Your Child to the Library Day. Various activities were set up around the library. The event resulted in 22 new library card sign ups and was deemed a success. The Library Services Coordinator (LSC) is considering holding this event again, sometime in the future.

Both the Annandale and Kimball libraries are currently hosting the Tiny Art show. A kit of paints, brushes, and 3x3 canvas was handed out during January. Participants created works of art using the provided paint, or by adding other crafting items from home. The works were returned to the libraries and displayed for the month of February.



Brandi Canter
Lead Patron Services Supervisor

Budget Request for Patron Contact and MessageBee Expansion

At GRRL, we use multiple methods to communicate with patrons about their accounts. We send notices about the availability of requests, upcoming due dates, and overdue materials. We want our patrons to be well informed of the status of their account as part of our effort to provide exceptional public service. The budget for patron contact has been overspent for the past few years due, in part, to the rising cost of postage. We recommend increasing the budget line to align the budget with the current cost of service and improve communication to patrons.

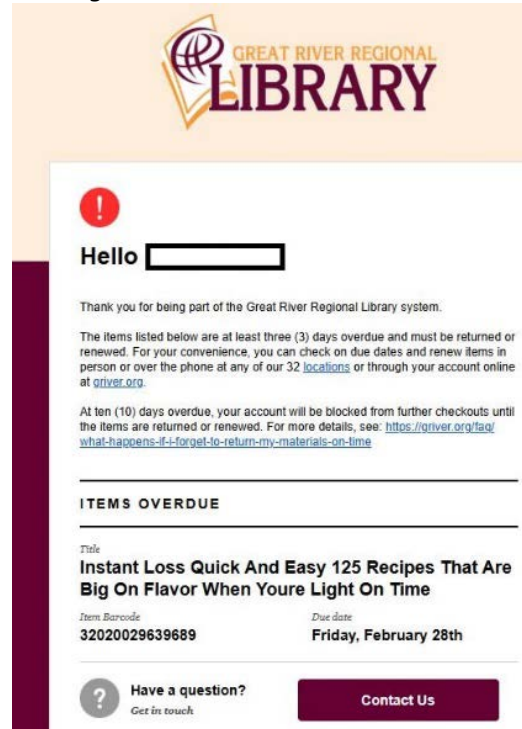
Currently, we send email notices through the Horizon database without additional charges. However, Horizon emails are severely limited. We cannot customize subject headings or font. There are character limits and constraints on the number and timing of notices. All this adds up to generic, bland emails that look more like spam than useful information.

In 2024, we piloted MessageBee, an email notification platform, to supplement our notices to patrons. We added an email notice when materials are three days overdue. Our theory was this notice would help reduce the number of mailed printed notices for overdue materials. Mailed notices are expensive, and delivery is slow. Since we began using MessageBee for the three-day overdue email, there is a correlation with a reduction in both mailed bills and the number of overdue items.

Unlike Horizon, MessageBee allows wide customization and branding. It has the capacity to include marketing messages about programs, services, or fundraising campaigns. For an additional \$2,775 per year, we can upgrade to unlimited emails through MessageBee and shift away from the plain text

Horizon notices. Potential emails include a message at approximately 30 days overdue before patrons receive a bill at 45 days overdue. Based on the positive changes observed in the pilot, moving to unlimited emails would help improve our existing notices and provide new opportunities to communicate with patrons by email. Examples of MessageBee and Horizon emails are below:

MessageBee Email:



Horizon Email:

Library Account Message Trash x

Saint Cloud Public Library <notices@grrl.lib.mn.us>
to me ▾

Please review the following notifications. You can log in to your account at <https://search.griver.org> or call your library at (320) 650-2500 for more details.

The items below are ready for pickup. Items should be picked up by the expiration date. Please check your account to renew or return any overdue items. When items are 10 days overdue, your account will be blocked from further checkouts.

Attainable sustainable : the lost art of se (F) Nonfiction Collection
Saint Cloud Public Library Expires:03/11/2025

You are receiving this email because you signed up for email notifications. If you do not want to receive notification emails, please contact your library.

We also requested \$4,000 to purchase 100,000 voice notifications to let patrons know that their requested items are available. In 2024, we ended the practice of mailing “holds notifications” due to the length of time it took postal mail to be delivered and the increasing costs to send mail. Therefore, patrons can now only receive these notices by phone or email.

Public Services Team Update

The Public Services Team (PST) is charged with reviewing and improving many of the procedures that our front-line staff use on a daily basis to serve our communities. The team is made up of front-line staff from multiple locations as well as regional staff. At our March meeting, team members provided suggestions for when to send additional MessageBee notices. They also gave input on usability for potential updates to the GRRL catalog that will make it easier for patrons to see the different formats (print, large print, audio book, eBook, etc.) available for a single title.

PST also reviews policy and procedure for ways to expand access to those in our community who may have a harder time getting to or using the library. The team has been reviewing ways that other organizations and Minnesota state departments verify resident’s identity to determine whether we could expand our methods. You may see a result of this in future Patron Services policy suggestions. The team also discussed ways we might further help meet community needs, such as providing a limited number of free prints for account holders. In many of our communities, the library is one of the only places patrons can go to print return labels, personal documents, school papers, and more. Our Print2Go service has expanded tremendously, and we know that a fair number of users are not library

account holders. Adding an incentive to get a library card would open the way for greater use of GRRL resources and more accurately reflect the number of people who are using the library.

Breanne Fruth
Communications & Development Coordinator

Fundraising

The Locally Growin' campaign will be held in April 2025 to align with Library Giving Day and National Library Week. Locally Growin' is a month-long local fundraiser where 100 percent of the funds raised remain with their respective branch. Each branch library selects something specific to raise money for, i.e., a program or collection item. The goal is to get patrons excited about supporting their branch and help raise money toward a tangible goal. Branches have selected their goals:

<u>Branch</u>	<u>2025 Goal items</u>	<u>2025 Goal \$ Amount</u>
Albany	Playaways & audiobook read-alongs	\$500
Annandale	Exploration Station items	\$500
Becker	Decodable book collection	\$1,000
Belgrade	Items for Family Activity Area	\$500
Big Lake	Playaways & audiobook read-alongs	\$750
Buffalo	Play2Learn Kits and audiobook read-alongs	\$1,500
Clearwater	Audiobook read-alongs	\$1,500
Cokato	Read-along picture books	\$500
Cold Spring	Playaways & audiobook read-alongs	\$1,000
Delano	Playaways & pickle ball kits	\$1,500
Eagle Bend	zoo program & core collection	\$500
Elk River	STEM exploration station items	\$750
Foley	juvenile fiction series	\$750
Grey Eagle	core collection - adult fiction	\$500
Howard Lake	Try It Yourself kits	\$500
Kimball	Exploration Station items	\$500
Little Falls	Play2Learn kits and children's room items	\$750
Long Prairie	Play2Learn kits and pickle ball kits	\$750
Melrose	Playaways	\$500
Monticello	Light table, Magnatiles, and kids' graphic novel series books	\$1,000
Paynesville	Try It Yourself Kits	\$500
Pierz	Playaways	\$250
Richmond	Playaways & audiobook read-alongs	\$1,000
Rockford	Playaways & audiobook read-alongs	\$1,000
Royalton	Exploration Station items, decodable books, children's programs	\$1,750
Sauk Centre	Try It Yourself Kits snowshoes	\$1,000
St. Cloud	Audiobook read-alongs & children's programs	\$1,750
St. Michael	Exploration Station items	\$1,200
Staples	zoo program & core collection	\$650

Swanville	exploration station items	\$250
Upsala	exploration station toys	\$250
Waite Park	2026 children's STEM & theater programs	\$2,500

In addition, we are seeking businesses and organizations for sponsors of GRRL's Summer Reading Challenge. Sponsorships are at the following levels: \$500, \$750, and \$1,000. Sponsors of \$1,000+, who notified us by March 7, will receive their business' logo on our book bags. Last year, we purchased 13,000 book bags to be distributed to participants upon sign up. We again plan to have one side of the bag with this summer's theme "Level Up at Your Library," and the backside will be our top sponsors' logos. Sponsorships cover the cost of the book bags, along with regional program support. (See attached sponsorship form for details.) The sponsors that will be featured on the 2025 Summer Reading Challenge book bags are the following: Sytek, Garage Door Store, Central MN Noon Optimist Club, St. Cloud Moose Lodge 1400, Schlenner Wenner & Co., Hanover Lions, Motley Lions, St. Cloud Friends of the Library, Evenson Decker P.A., and St. Cloud Sertoma Club.

Communications

During the month of February, a griver.org homepage story on Library Lovers Month invited library users to share what they love about their library. Here are some of the submissions:

- "I love studying at my library. The comfortable space and wi-fi helps me dial in." – Natalie, home library: St. Cloud
- "All the librarians are the sweetest!! Always there to help and always feel welcomed walking in. – Kelsey, home library: Staples
- "I love my library because it allows me to fulfill my curiosities, hobbies, and reading habits at NO COST! I can check out cookbooks, poetry collections, print books, audio books, and music! My library also helps me feel a great sense of community when I'm in the physical space. I love seeing kids checking out massive stacks of picture books or an elderly person getting a few novels to read." – Maria, home library: St. Cloud
- "I love how bright and cherry the library always feels. It's just such a happy place to be. They have fun events for the kids. What I really like is how easy it is to just spend time there if you want, or you can get in and get out really quick. My absolute favorite thing though is the access to Libby and books from other libraries within GRRL. I have saved SO much money by using the library." – Megan, home library: St. Michael
- "I love the warm environment, beautiful plants, and accessibility of great materials nestled in Waite Park. The majestic oak trees add to the peaceful environment. This little library so close to Saint Cloud is a hidden gem. Thank you, Waite Park library! You are appreciated!" – Jayne, home library: Waite Park
- "I love my library because the staff is so welcoming and friendly. They are also helpful and kind. They share the building with me. I am the Chamber of Commerce director. They come to me for support and resources, and I go to them for the same. We are a wonderful collaborative resource hub. I appreciate them as neighbors, but instead of borrowing a cup a sugar, I borrow a book. I also love the events that I can join in on, like the bug man, the magicians, the musicians and interesting speakers. The library does its best to organize a program during Prairie Days. They truly understand sharing their space and sharing their programs. I LOVE THE LIBRARY!" – Luan, home library: Long Prairie
- "The staff are amazing. They are friendly and welcoming. When I have a question they are able to solve it. They are able to recommend authors that are similar to the ones I am reading or read. The library is clean and well decorated. They get people of all ages." – anonymous, home library: Pierz

- "In my opinion, the local library is the most underused, underappreciated, and underfunded business/resource we have in our community. Here is a Top Ten List of awesome things, that I know of, that the library has to offer:
 1. Everything you borrow, or rent is free of charge.
 2. No more Blockbusters, but you can check out any movie; free of charge.
 3. No more, Disc-Go-Rounds in the mall, but you can check out any CD; free of charge.
 4. Book stores can be expensive, instead you can find any book you want; free of charge.
 5. No cover charge or yearly membership. To get into the library it is free of charge.
 6. If you bring the item back later than you thought: free of charge.
 7. No tips are needed when you check out a book. Tips are free of charge.
 8. Need help from an educated and ice expect: free of charge.
 9. Computer, internet, and workstations are available and free of charge.
 10. Want to learn a new hobby? Kits to get started are available: free of charge.
 Those are just the top 10 examples that the library offers me, but I know there are many more that I don't utilize. So thank you Great River Regional Library! I truly appreciate all that you offer to our community!" – Rob, home library: St. Cloud
- "Because the staff are always helpful, knowledgeable, and cheerful." – Judy, home library: Buffalo
- "Because we have the kindest, most thoughtful librarians ever. They will go out of their way to help you with what you need but they are also engaging and have delightful personalities! It truly is a day brightener to come to the library." – Bernice, home library: Grey Eagle

During February, we also provided Proud Library Supporter GRRL-branded stickers to have available for patrons to take at the checkout desks.

Cara Langston
Patron Services Supervisor

Library Youth Advisory Council

The Library Youth Advisory Council met Friday, Feb. 28. After approving minutes from the January 17 meeting, we introduced them to the current strategic plan and discussed how they can contribute to the next plan. We discussed their ideal day at the library and reviewed data from their survey. They also began talking about presenting to the full GRRL Board in May. Group members have been practicing Roberts Rules of Order and taking and approving notes; each meeting they make progress.

Jay Roos
Associate Director – Information Technology

University of Michigan School of Information Project

Information Technology (IT) is working with students at the University of Michigan to improve the accessibility of our website. One of the library's goals is to make it easy for everyone to use. This project will help us find weak areas and offer new ways to improve the website. The project includes a review of website features, a simple web survey for patrons, and special testing of the website to help evaluate it.

Print Server Upgrade

The library's public print server was recently migrated to a supported operating system. Prior to the migration, it was running an end-of-life operating system. In conjunction with the migration, the print

management software was upgraded. While everything is working, staff and patrons have noticed the software is running considerably slower. IT staff continue to press our vendor for a solution.

Supply Store Upgrade

GRRL operates a simple internal e-commerce store to manage the ordering and delivery of supply items around the region from our centrally located stock. The supply store was one feature that did not come over in our staff web site migration in the fall. We are now able to retire the end of life server that once ran the store and staff website.

Jami Trenam Associate Director – Collection Development

Enhancing the Physical Collection: Shelving and Weeding Training

For 2025, the Patron Services Supervisors (PSS) and I share a goal to create updated training on shelving library materials. Having shared expectations around how we shelve at Great River will create more consistency for patrons who use multiple locations. We introduced shelving rules for alphabetizing at the February Regional Staff Meeting. While alphabetizing may seem straightforward on the surface, there can be a lot of nuance! For example, do you count articles like a, an, and the as the first word of a title? Do you spell out a numeral, or shelve in numerical order before the letter “A”? These small differences can create big headaches in libraries, so it is important to have shared standards. I also facilitated a conversation with staff present regarding their current practices for shelving materials. The PSS and I will use this staff feedback to develop regional best practices.

I am working with Human Resources to develop training modules for collection management, also known as weeding. Video is a popular medium for training these days, and it is an efficient way to reach staff throughout the region. My plan is to create short videos that build up to an in-person training. I used Zoom to record the first module, a 26-minute video on how to evaluate the condition of physical library materials. I will work with IT to launch the training through our KnowB4 training platform this month. The in-person event is scheduled for May 20.

Library Legislative Day and Potential Federal Funding Impacts

I attended Library Legislative Day in St. Paul with Karen on February 20. In addition to advocating for the Arts and Cultural Heritage Fund (Legacy) and state bonding support for library construction grants, we are also keeping an eye on the funding requests for Minitex and eLibrary MN (ELM).

Minitex is a statewide library support agency that provides access to our interlibrary loan program, MNLINK. Minitex also manages ELM. Minitex’s budget has been flat since 2014. They are requesting an increase to operational funding through the Higher Education budget. Minitex also receives federal funding, which is currently in flux. These dollars are critical to provide both the electronic infrastructure and delivery system for interlibrary loan. Minitex anticipates the cost of delivery services will increase over 50 percent this year. If there is a cut to federal funding and no additional state funding, we may see an interruption to interlibrary loan services provided by Minitex this year.

ELM provides statewide access to electronic databases like Encyclopedia Britannica and Learning Express Library, which are important resources for students and job seekers. ELM funding has been flat since 2007. According to Minitex, the cost of electronic resources has increased 34-63 percent since 2014. Due to rising costs, the resources may not be available through ELM without a funding increase. At GRRL, this may mean making decisions on whether to purchase our own subscriptions.

Nichol Wojcik
Associate Director – Human Resources

Stearns County Social Work Partnership

We have collaborated with Stearns County to have social workers in the library for almost a year. I am pleased to say we can call the partnership a success. The social workers report they have a large number of clients who know they have hours at the library and come to see them here. Both our patrons and library staff have expressed appreciation for the social workers being available. The Stearns County team will be looking at the possibility of adding additional hours to their current library schedule.

Paid Family Leave

The Minnesota Department of Employment and Economic Development's Paid Leave Division is starting to roll out more information on Paid Family Leave. I am working with Accounting to make sure we stay on top of all the new information as it is released in an effort to make sure we are as prepared as possible for January 1, 2026. We are also staying in contact with our benefits broker on possible private plans as well as what the new law will mean for short-term disability benefit offerings.

Performance Management

We have started moving some supervisors to using Paylocity to complete staff performance reviews. So far, the feedback is generally positive. My hope is to have everyone converted to Paylocity for reviews by the end of June.

Labor Management Committee

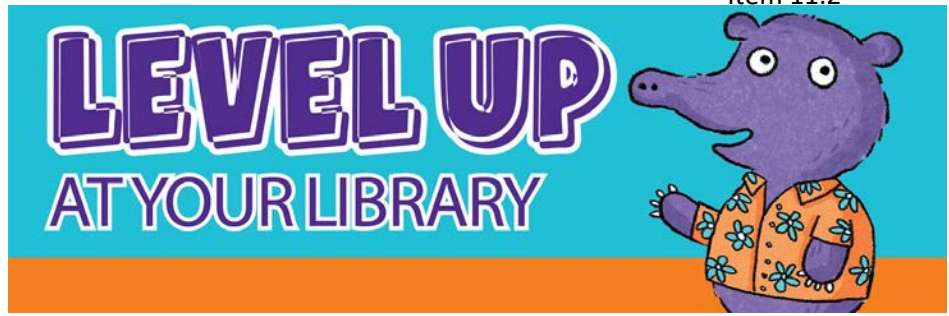
In February, the Bureau of Mediation Services conducted Labor Management Committee (LMC) training with members of management, non-union employees, and union employees. The training covered various topics including the definition of an LMC, topics LMC can and should not cover, building consensus, conflict management, and problem solving. The first LMC meeting will be on March 20.

Clearwater/Foley Staffing

As of March 31, we will split the shared Clearwater and Foley branches. The current LSC, Shelly Kuelbs, will remain in Foley and go to a part-time schedule. Library Assistant Tera Fogal has been promoted to the LSC position in Clearwater.



2025 Summer Reading Challenge



The theme for iREAD's 2025 Summer Reading Challenge (SRC) is *Level Up at Your Library*. Based on puzzles and games, this challenge will encourage children and teens to keep learning throughout the summer!

The Great River Regional Library (GRRL) SRC is a fun way to keep kids learning and their minds growing! Thanks to our sponsors, it is offered free of charge to all children. So what does being a GRRL SRC sponsor mean? Sponsorship provides children who participate the chance to earn fun reading incentives and prizes at their local library while having the resources to stay on track for school during the summertime. **In 2024, across 32 branch locations, we had a record-breaking 13,414 babies, children, and teens participate!** Our goal is to have every child gain access to books and receive a book bag of their own. Your sponsorship will make a difference for many children in your community!

Your sponsorship of \$500 entitles you to:

- ~Complimentary subscription to GRRL donor newsletter, *Currents*
- ~Thank you in *Currents* newsletter
- ~Recognition on GRRL website's "Our Supporters" page

Your sponsorship of \$750 or more will also receive recognition with:

- ~All previous entitlements PLUS:
- ~"Thank you Sponsor" poster for display in all 32 branches

Your sponsorship of \$1,000 or more will also receive recognition with:

- ~All previous entitlements PLUS:
- ~Special acknowledgment on website's homepage in June
- ~Organization logo included on "Our Supporters" page on the website
- ~Organization logo featured on Summer Reading Program book bag (offered to participants upon sign-up) – *if sponsorship is confirmed by March 7, 2025*

***** 2025 Summer Reading Challenge Sponsorship Form *****

Yes, we are pleased to sponsor kids reading this summer! ☐ \$500 ☐ \$750 ☐ \$1,000

Enclosed is our tax-deductible gift, payable to Great River Regional Library:

Organization Name: _____

Contact Name: _____ Position: _____

Mailing Address: _____ City/Zip: _____

Phone: _____ Email: _____ Website: _____

Want to give online and use a credit/debit card? Go to <https://grrl.kindful.com/?campaign=1201471>

Want more information? We'd be happy to visit with you!

Please contact GRRL Communications & Development Coordinator Breanne Fruth at (320) 650-2532 or breannef@grrl.lib.mn.us

Office use only: Rec'd _____ Amt. _____ Ck# _____ Init. _____



This bag is given to each child when they register for the Reading Challenge that runs for 9 weeks beginning June 9.

Your logo will be promoted throughout the summer in 32 libraries located in six Central Minnesota counties (Benton, Morrison, Sherburne, Stearns, Todd and Wright).

Information you provide here is protected under Minnesota Data Practices Statutes. Providing this information is strictly voluntary and will be used for GRRL financial accounting and to support GRRL fund development activities. It will be available only to authorized library personnel and contracted vendors. Name, address and amount of gift is considered public information. The personal information collected must be released pursuant to a court order or request by MN state or legislative auditor.

Building Reports March 2025

**Jeannette Burkhardt
Patron Services Supervisor**

Elk River

Library Services Coordinator (LSC) Margot Barry and Associate Director – Collection Development Jami Trenam walked through the building with the flooring contractor on February 26. This walk-through will help create a comprehensive plan that is understood by all parties involved with the flooring and shelving project. This project is expected to take place in November 2025.

Delano

A stakeholders meeting took place on January 30 at the Delano Library. This meeting included members from the City of Delano, the Friends group, LSC Ashley Dahl, Associate Director – Collection Development Jami Trenam, and me. The discussion focused on the library building, what improvements could be made, and what the Delano Library and library service might look like in the future.

It was brought to the attention of the city that mold might be present in the library. The city responded quickly and remediation steps have been taken.

**Brandi Canter
Lead Patron Services Supervisor**

Belgrade

In January, LSC Kateri Gruber and I met with Belgrade Mayor Leah Fernelius, council member Betty Braegelman and Myrtle Maybee Library Board members Mary Hagen and Mike Mastey. We discussed communication and roles when there are building issues. Leah and Betty also shared that they may ask the council to review and update the local rules of behavior.

There are signs of mold on the back wall – a dark line rising above the baseboards. Kateri has shared this information with Leah and Betty, who said they would look into it further.

St. Cloud

The city has shared that they will be providing us with an iPad loaded with software to control the interior lighting and the open/closed sign at the library. We are very appreciative as there have now been multiple times when we have been closed for a holiday but the open sign was lit.

The city is planning a few other maintenance and repair projects: replacement of two faucets in staff restrooms, cleaning the flame arrestor in the dock area, and getting quotes to replace the deteriorating pipes in the basement.

We have not yet received updates to our request for security cameras at the delivery and staff entrances so that staff are able to see who is at the door before remotely releasing the lock. Amy

Anderson, Associate Director - Accounting, and Neil Vig, Patron Services Coordinator, shared this request with the city at the library budget meeting in July 2024.

Cara Langston
Patron Services Supervisor

Cold Spring

The newest space needs analysis is in its finishing stages and should be ready to present soon.

Eagle Bend

The city replaced the library sign. We hope this will make it easier for both community members and visitors to access the library.

Grey Eagle

The library board continues to investigate replacing the circulation desk. Local staff have helped by measuring the current desk and brainstorming what they would like to see in an improved workspace.

Swanville

Recent snow caused ceiling plaster in the hallway to droop, crumble, and leak. City staff reacted quickly to shovel the flat roof. The city reported to local staff that they are investigating replacing the roof.



GRRL Fund Development Committee Member Job Description Revision

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Review and approve the revised GRRL Fund Development Committee member job description.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Fund Development Committee member job description markup

Based on a suggestion at the Board's February work session, language was added to the Fund Development Committee member job description stating GRRL's commitment to Diversity, Equity and Inclusion (DEI). This added language aligns with GRRL's Board member and employee job descriptions.

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: ☐ Yes ☐ No ☒ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled



FUND DEVELOPMENT COMMITTEE MEMBER

Date Approved: 01/15/~~2019~~¹⁹

Date of Last Revision: [03/18/2025](#)

SUMMARY

Members of the Fund Development Committee advance fundraising for Great River Regional Library and help build increased financial support from external resources.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where everyone is treated respectfully and valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY RESPONSIBILITIES

The following is a guide outlining responsibilities of Fund Development Committee members. GRRL reserves the right to revise and assign responsibilities as needed.

1. Prepares for and participates in committee meetings.
2. Monitors and supports implementation of the Fund Development Plan and works with other committee members and staff to make changes as necessary to meet objectives.
3. Keeps abreast of GRRL's services and policies, as well as trends and challenges that impact library services throughout the region.
4. Identifies new prospects and individuals who have the potential for a major gift.
5. Assists with donor solicitation by making personal contacts.
6. Assists with donor recognition by making personal contacts to express appreciation, such as personal telephone calls or thank you notes.
7. Assists with cultivating and fostering mutually supportive fundraising partnerships with local community groups and organizations, including Friends of the Library.
8. Helps plan and implement fundraising events.
9. Acts as an ambassador for the organization at fundraising events.
10. Maintains confidential information and abides by conflict of interest policies.

QUALIFICATIONS

- Has an interest in fund development and community outreach
- Is enthusiastic and willing to take initiative and be creative
- Has a passion for the role of libraries in our communities
- Has the ability to analyze data to measure effectiveness of fundraising efforts to make recommendations
- Is willing and able to take on assigned volunteer tasks

COMMITMENT

The Fund Development Committee will meet approximately once per quarter. Members will serve a one year, renewable term.



GRRL Public Open Forum Update

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☐ Information ☒ Discussion ☐ Action Requested

RECOMMENDATION

Review the updated GRRL Public Open Forum guidelines and sign-up sheet.

BACKGROUND INFORMATION

- ☒ Supporting Documents Attached
- Public Open Forum Sign-Up sheet

Updates were made to the Public Open Forum guidelines and sign-up sheet to include suggestions from Board members at the February work session. Changes recommended by legal counsel are also incorporated.

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed ☐ Failed ☐ Tabled



Board of Trustees Meeting
PUBLIC OPEN FORUM
Tuesday, March 18, 2025

Please sign in if you wish to address the Board of Trustees. **The Board Chair reserves the right to suspend or limit the public forum to meet agenda time constraints or avoid repetitive information being presented.**

- Public Open Forum time is limited to 10 minutes; each speaker will be given 2 minutes for comments.
- Speakers must address library-related topics not already on this meeting’s agenda.
- All parties must display appropriate behavior.
- Board members will not interact with public speakers.
- Concerns will be referred to GRRL management for follow-up.

Please place any information (handouts/documents) for the Board in the basket. All information distributed is public information.

NAME (please print)	ADDRESS/CITY	PHONE NUMBER/ EMAIL	TOPIC

If time does not allow every signed-in person to speak, you may share your comments with the GRRL Board by using our online contact form. Scan the QR code to the right or visit the library’s website at <https://griver.org/board-of-trustees> to complete the form.





GRRL Project Evaluations

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

BOARD ACTION REQUESTED

☒ Information ☐ Discussion ☐ Action Requested

RECOMMENDATION

Review the evaluations for the American Rescue Plan Act (ARPA) Laptops and Local Tablets.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- American Rescue Plan Act (ARPA) Laptop Midpoint – December 2024
- Local Tablets Final

Documenting project assessment and recommendations are part of GRRL’s 2021-2025 Strategic Priority of Operational Excellence. The evaluations tie into Goal 1: Objective 3: *Have a formal assessment process for library programs and services.*

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed ☐ Failed ☐ Tabled



GRRL PROJECT EVALUATION SHEET

Title of Project: American Rescue Plan Act (ARPA) Laptop Midpoint – December 2024

Date(s): Project runs December 2022 through December 2025

Usage/statistics (outputs):

Thirteen laptops were purchased using ARPA funds for the purpose of expanding accessibility for patrons who needed technology for virtual visits or meetings. The intention was to work with provider networks and local jails to share the availability of the technology. Laptops were distributed to twelve libraries with private study rooms. They could be used for online medical visits, interviews, jail visits, Zoom sessions with family or friends, etc.

ARPA Laptops were provided at the following locations:

- | | | |
|-------------|----------------|---------------------------|
| • Big Lake* | • Grey Eagle | • Paynesville* |
| • Buffalo* | • Little Falls | • Sauk Centre |
| • Delano | • Long Prairie | • St. Cloud* (2 provided) |
| • Elk River | • Monticello* | • St. Michael* |

**These libraries also offer patrons the option to reserve the laptop at the time of booking a room online.*

Patron demographics served by the project:

The use case was to expand access for community members who lacked their own technology or broadband speed for virtual visits. This could include patrons of any age, gender, racial background, etc.

What were the stated goals for the project (intended outputs/outcomes)?

The project was funded through an ARPA grant request to the Minnesota Department of Education for \$111,491.04. The GRRL Board of Trustees approved the grant request at their July 2021 meeting. The amount specifically for the laptops was \$10,025.47: \$771.19 for each set of laptop and protective sleeve.

The stated goal of the grant was to “upgrade technology in select stand-alone libraries with meeting rooms to improve public access for residents.” Informally, the team responsible for rolling out the laptop project wished to expand access and reduce isolation for individuals and families who lacked access to online communication and/or broadband.

How did the project go as a whole? What went well? What would you do differently?

There were some individual successes. In St. Cloud, a patron used the laptop to attend a needed online class. Another used it for job interviews. In Paynesville, a local mentor used the laptop to provide individualized support for an area student. In Buffalo, the laptop was used for telehealth visits, online

classes or proctoring, and in one case for a community member to confirm her identity to replace a lost social security card.

In spite of the above, the overall use was significantly lower than expected. There were some significant barriers that contributed to this:

- For branches to receive an ARPA laptop, they had to have at least one private study room; however, the location of libraries with study rooms is in no way correlated to the location of communities lacking sufficient broadband. Therefore, communities that might have had greater need did not receive a laptop because the local facility lacks a private room.
- Where there were study/meeting rooms, several are not sufficiently soundproof to provide real privacy for patrons who might want to use the laptops.
- Libraries generally open much later than local care providers, meaning that the laptops were not actually available during prime appointment hours.

In addition, those libraries that included an online option to reserve the laptop at the same time as the room did not have significantly higher usage than those libraries that did not. Therefore, while giving patrons more ability to reserve the laptops on their own may have expanded patron awareness of the device, it does not appear to have increased actual usage.

We also heard from local LSCs that they lacked the capacity to do the outreach and community engagement that might have made the project more successful. We attempted to bridge this gap by assigning the ARPA laptops as a project to one of the Patron Services (PS) Librarians at headquarters; however, the project has continued to languish. By the time the PS Librarian was assigned much of the enthusiasm for the project seemed to have waned among staff and has not returned.

Finally, we learned that some counties provide a similar service for community members who are attending court/legal meetings in that county. This meant our laptops were redundant for the need except in instances where a community member needed to virtually attend a court meeting in a different county.

Did you have the resources and information you needed to prepare for the project?

Success required outreach to care providers, at both the local and regional level. At the local level, the amount of resources available for this outreach varied greatly. For example, in one location the LSC devoted significant resources, collaborating with the Central MN Mental Health Center and connecting with Alina Health, the Wright County Law Library, and others. While usage in this location was higher than in others, it was still objectively lower than expected. In other locations where the LSC was unable to devote as much time to outreach, patron usage was often negligible.

Similarly, because we had not done a project like this before and we did not want to make assumptions about what would work, we did not develop more than the minimum staff procedures and suggestions for outreach ahead of time. This left some staff feeling unsupported and frustrated with the project.

What do you wish you'd known before you began work on the project?

It might have been helpful to research the effectiveness of similar projects, including communication with library staff involved, to know better what hurdles they had encountered and what worked to overcome them.

We anticipated significant need and use of the laptops, and we therefore erred on the side of caution with regard to promotion. We did not do regional Facebook promotions due to concerns that this would be confusing for patrons who did not frequent a library with a laptop. We also expected that medical and other care providers would do a lot of the promotion for us through interactions with their patients. As a result, we underestimated – to a significant degree – the amount of in-house promotion needed for project success.

Were stated goals for the project met?

Not to this point.

Were other goals met by the project that were unexpected (unintended outcomes)?

We learned more about the nuanced approach needed for this kind of community resource project. In two locations, staff used the laptop to attend online meetings.

Was there positive feedback? Specify.

The initial feedback from service providers was extraordinarily positive vis-à-vis the concept of making the laptops available in twelve communities. In fact, feedback from care providers and community stakeholders was so effusive and positive that it created gaps in our understanding of local and regional staff investment needed to be effective in practical terms. There have been very grateful patrons for whom the laptops provided an effective and useful service, but for the most part the laptops have gone unused.

Recommendation to continue/discontinue.

For this pilot to be successful, we need at minimum a significant infusion of regional support in the area of promotion and outreach. Doing so, however, will not overcome the other hurdles of meeting room privacy and open hours access. Our recommendation includes doing the following by May 1, 2025:

- Ensuring that all locations with laptops have signage about them,
- More coordinated outreach with LSCs and the PS Librarian assigned to this project, and
- Coordinated promotion with a story about the laptops on griver.org followed by social media posts.

Mid-Point Evaluation completed by: Brandi Canter, Lead Patron Services Supervisor, with input from Ariel Kirst, Patron Services Librarian.

Additional documentation:

- *Dec. 2024 Survey results*
- *MN Dept of Education Application, approved by the BOT 7/20/2021*



GRRL PROJECT EVALUATION SHEET

Title of Project: Local tablets

Date(s): Started March 2019. Evaluated summer and fall 2024

Usage/statistics (outputs):

Based on survey summer 2024: the tablets are used most often for adding content to local Facebook accounts (14 locations). Next highest: assisting patrons (8) and staff use for meetings/trainings (7).

Patron demographics served by the project:

From survey feedback, staff who used the tablets to assist patrons primarily did so by showing them how to access the digital collection and resources.

What were the stated goals for the project (intended outputs/outcomes)?

In July 2018, the GRRL Board of Trustees approved \$17,000 for the tablet pilot, including the cost of both the tablets and centralized mobile service management that ensured security of the devices and data. The stated goals were to “help staff learn about mobile platforms, demonstrate services to patrons, and provide better social media platforms access to expand our ability to promote library services locally. The amount includes centralized mobile device management to ensure security of data and devices.”

How did the project go as a whole? What went well? What would you do differently?

Survey suggests fairly even split of locations where it was used successfully and those who would have negligible impact if the tablets were not replaced. There was minimal use for the first three objectives, above. Where the tablets are used, it is primarily for taking pictures for social media posts. Given this result, a better use of funds in the future might be to provide digital cameras with better capabilities for local photography.

Did you have the resources and information you needed to prepare for the project?

Tablets were a pilot project that roughly aligned with the implementation of a greater social media presence, so we did not have prior information about local tablet use. However, some leadership members had attended conference sessions (LibTech) about another public library’s successful use of iPads for outreach. The goals for the project were also based on Strategic Goals about community outreach.

What do you wish you’d known before you began work on the project?

We made assumptions about staff capacity / understanding of community engagement and outreach goals. There was a significant stated preference for tablets to accomplish both of these tasks that didn’t manifest the way we expected.

Were stated goals for the project met?

In some locations the stated goals were met, however regionally it was inconsistent and depended greatly on individual staff motivation. Revealed preference for use of tablets for outreach and social media was significantly less than expected, and many staff expressed a preference for using personal phones. Additionally, tablets were rarely used for public-facing activities in the way it had been proposed.

Were other goals met by the project that were unexpected (unintended outcomes)?

None was identified.

Was there positive feedback? Specify.

Yes. Some staff expressed significant interest in keeping the devices. Survey comments included:

- We love it. It may not be used every day, but it is definitely used!
- Great for assisting patrons with apps/Libby and taking pictures for Facebook.
- I use it for [playing music at] story times.
- It was a great way to show the public what they will see on their phone, laptop or tablet.

Recommendation to continue/discontinue.

Our recommendation is to not replace the tablets. As of December 1, 2024, 25 of 34 tablets have not been turned on in the last 30 days, twelve have not been turned on in the last twelve months. One tablet has not been turned on since February 2021.

We recommend progressively calling in tablets, beginning with the twelve tablets that have not been used in the last year. If needed, these can be spare stock for locations that are still using them or for occasional need. When the stock of tablets runs out or the devices become obsolete, we recommend providing an alternative method for digital photography that would better meet staff needs for maintaining local social media.

Future steps:

- Jay will identify and Patron Services (PS) Supervisors will reach out to those twelve locations to call in tablets. Email the Coordinator and CC Jay so that he knows which ones need to come in.
- Given the survey results that show that the primary use is for social media photographs, IT staff will no longer provision new apps for the tablets.
- Communication to Leadership Support Team (LST) and Coordinators that based on the survey results we are diminishing the use of tablets.

Evaluation completed by: PS Supervisors Brandi Canter, Cara Langston, and Jeannette Burkhardt, and Associate Director – Information Technology, Jay Roos. Draft reviewed and approved (with clarification and accessibility changes) by LST on December 18, 2024.

Additional documentation: (in shared LST file)

- *Inactive Devices 12.1.2023 to 12.1.2024.xlsx*
- *GRRL Tablet Survey Responses (Coded).xlsx*



Policy Review & Revisions

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Review and approve revisions to Administration policy Chapter 4. Service.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Administration policy Chapter 4. Service markup and clean

Based on GRRL Board discussion in 2023, all policies are being placed on a three-year review cycle. This section of the Administration policies was last revised in 2019. Policy language has been aligned with previous updates to Personnel policy Chapters D. Equal Employment Opportunity and 2F2. Discrimination as well as Collection Development policy Chapter 3. Intellectual Freedom.

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: ☐ Yes ☐ No ☒ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled

100 Administration

Chapter 4. Service

4A. Intellectual Freedom

Library user needs are top priorities for ~~Great River Regional Library~~ [GRRL](#). Our goal is to anticipate those needs, fulfill them the best we can, and provide our users with a rewarding and enriching experience. ~~GRRL affirms~~ [The library is a forum for all points of view, and is rooted in the principles of intellectual freedom and freedom of speech as articulated in the First Amendment of the U.S. Constitution. This library is guided by](#) the American Library Association's Library Bill of Rights, Freedom to View, and Freedom to Read policy statements.

Library service, both to those who enter the library and to those who cannot, shall be based on the principle that an individual may be motivated to read, assisted in locating appropriate materials and information, and helped in the mechanics of the use of the library tools and materials, ~~insofar to the extent that~~ as time and resources are available.

~~Great River Regional Library~~ [GRRL](#) is committed to developing, organizing and making available to the public a useful collection of books and information resources. Public libraries play an essential part in the preservation of a free and democratic society by providing the public with access to the broadest possible range of information and ideas. Access to GRRL materials will be provided without prejudicial labeling or sequestering by content. Access to materials not owned by GRRL may be limited by lack of availability to purchase or Interlibrary Loan.

GRRL recognizes that affirming intellectual freedom principles will mean that the library provides access to materials containing information and ideas that may be controversial, unconventional, unpopular, and offensive to some.

GRRL recognizes the right of each individual to make their own judgments regarding the content of the information they wish to read, listen to, or view, and that standards of privacy and confidentiality outlined in GRRL policy will be applied.

Parents, ~~and~~ legal guardians, ~~and designated caregivers~~ are responsible for their minor children's use of library materials. [Each individual and family is free to apply their personal values when choosing materials for themselves. The values of one individual or family will not be imposed on another.](#) GRRL does not limit the use of any materials by age with the exception of Video & DVD material with an MPA "R" rating. "R" rated video material will not be checked out to anyone under 17 years of age.

GRRL provides free access to the Internet in each of the libraries. Library Internet stations have filtering software installed in accordance with the Child Internet Protection Act. GRRL also has an Internet Acceptable Use Policy ~~which~~ [that](#) details the rights of library users.

[See also Collection Development Policy Chapter 3. Intellectual Freedom](#)

[See also Security Policy Chapter 3. Unattended Children and Vulnerable Adults](#)

4B. Access to Library Services

The library welcomes all users. Users are responsible to follow the locally adopted rules of behavior and GRRL Security Policy.

The rights of an individual to use the library, its services, and its materials, shall not be denied or abridged because of age, race, color, ancestry, gender identity or gender expression, religion, creed, national origin, sex, sexual orientation, marital status, mental or physical handicap disability, or social or political views.

It is the intent of ~~the Great River Regional Public Library~~ GRRL to serve everyone equally and to assure access to library materials, programs, and facilities for all persons. The library will make efforts to provide reasonable accommodations as necessary under the Americans with Disabilities Act (ADA).

Libraries shall be open the greatest number of hours needed by the community, subject to limitation of funds available to provide adequate staff. Reductions in regular hours of service shall be subject to approval by the Board. Emergency closing shall be the responsibility of the Executive Director or designee.

4C. Surveys, Solicitation and Literature Distribution

~~Great River Regional Library~~ GRRL will keep citizens informed about library issues and services. We will ~~and~~ obtain feedback about ~~citizen~~ resident concerns to engage its citizens in the development and use of GRRL services.

4C.1 Surveys

In order to plan for new or improved services, the library may survey its users or other members of the community. These surveys may be conducted in the library buildings, by telephone or by mail, online, or by any other appropriate method. Surveys may be designed and/or completed by staff or third party vendors or volunteers approved by the library.

Surveys of library staff may be conducted ~~for the purpose of~~ to pre-testing public surveys, or ~~to~~ obtain staff opinions on services or personnel ~~issues~~.

~~All survey instruments, methodology and implementation procedures must be approved by the Executive Director~~ concerns. The Executive Director must approve all survey instruments, methodology, and implementation procedures prior to contacting any members of the staff or members of the public.

Individuals or organizations that wish to conduct any type of library survey with staff or patrons must receive written permission from the Executive Director.

4C.2 Solicitation and Literature Distribution

Solicitation of the staff or the public, in ~~ways which~~ ways that ~~are of~~ benefit ~~to~~ the library and/or its employees, are permitted as follows:

1. As a public service, GRRL may make limited space available within library buildings to distribute free publications or post community announcements. Free publications or postings from the community will be made available in a designated space at the discretion of library staff. Priority will be given to GRRL produced publications or postings. Materials posted or left for free distribution are subject to review by library staff and may be discarded. The library does not endorse nor take a position on any of the views presented in free publications or in items posted for community viewing. See also Patron Services Policy 4C. Exhibits and Bulletin Boards.
2. Solicitation and/or distribution of literature to library employees by other employees may be permitted only in non-work areas and only during non-work time. Non-work areas are defined as staff rooms. Non-work time includes time allotted for meals and break periods. In no event shall literature be left on tables or distributed in any manner other than directly to fellow employees, except for literature that specifically supports the library's goals for professional development in public service. Solicitation and/or distribution of literature to library employees by other employees for any purpose is prohibited at all times in all work areas of the library. See also GRRL Personnel Policy 2R. Solicitation and Distribution Policy.
3. Gathering petition signatures is not allowed within library buildings. It is allowed on library property so long as doing so does not obstruct the building's entrances or exits.
4. Other ~~solicitation which~~solicitation that specifically supports the interests of this library or libraries in general, as approved by the Executive Director.

Approved Date:

Effective Date:

Revised Date: 05/11/10, 03/19/19, 03/18/25

100 Administration

Chapter 4. Service

4A. Intellectual Freedom

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Approved Date:

Effective Date:

Revised Date: 05/11/10, 03/19/19, 03/18/25