

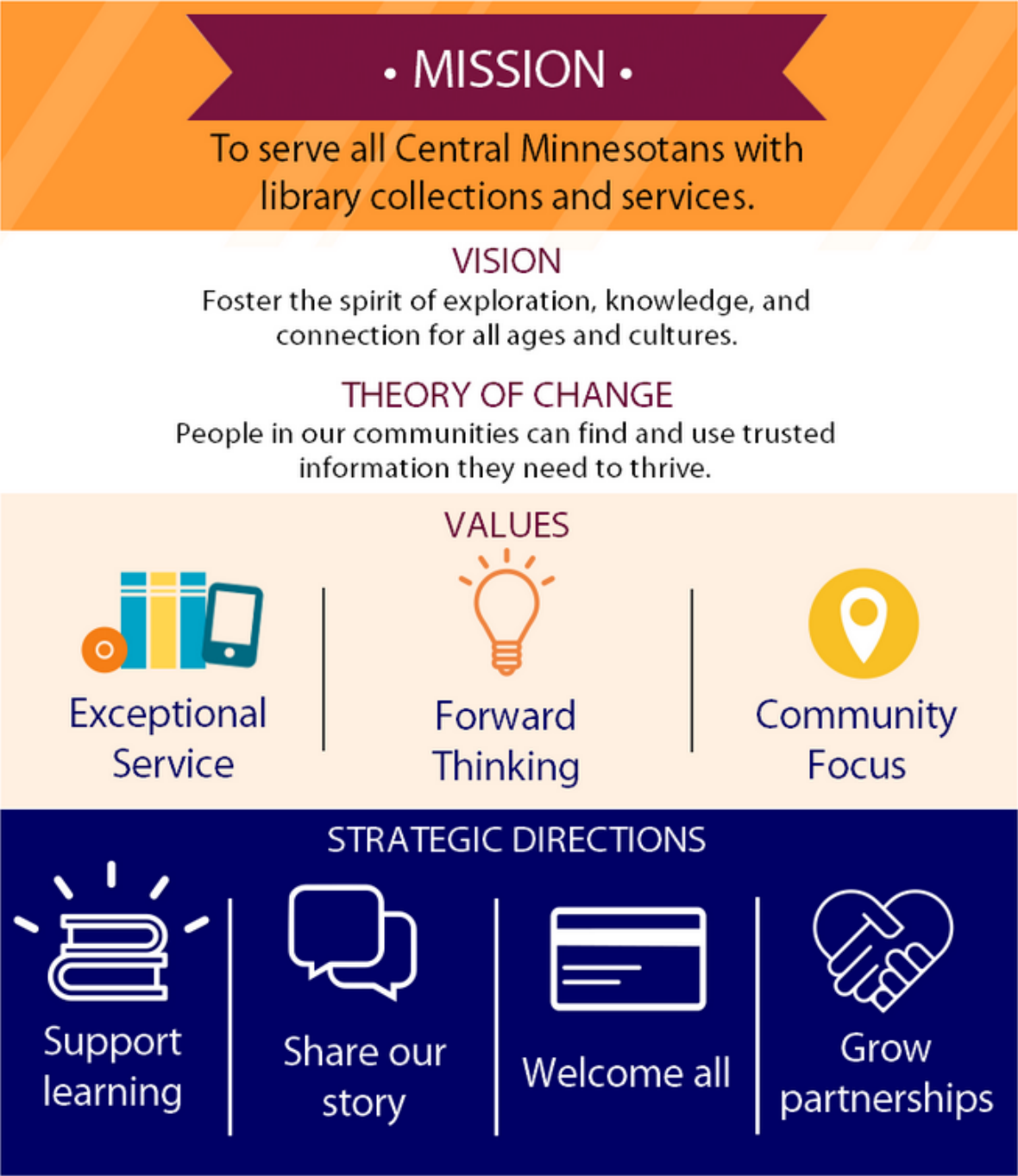


1300 St. Germain Street West
St. Cloud, MN 56301
320-650-2500 griver.org

**Board of Trustees Special Meeting
Tuesday, October 21, 2025, 6:00 p.m.
St. Cloud Public Library Mississippi Room
Agenda**

- | | |
|---|------|
| 1. Call to Order | 6:00 |
| 2. GRRL 2026-2030 Strategic Plan Draft Review & Discussion pg 3 | 6:01 |
| 3. Temporary Cold Spring Library Location (Requested Action – Approve) pg 7 | 6:15 |
| 4. Minitex Director Presentation (verbal) | 6:30 |
| 5. Big Lake Library Building Update (verbal) | 6:45 |
| 6. Minnesota Library Association 2026 Legislative Priorities pg 9 | 6:50 |
| 7. Digital Materials Legislation Update pg 11 | 6:55 |
| 8. Annual Financial Designations Update (Requested Action – Approve) pg 17 | 6:57 |
| 9. Third Quarter 2025 Strategic Plan Objectives & Key Results pg 25 | 6:58 |
| 10. Project Evaluations pg 33 | 7:05 |
| 10.1 2022 Additional Open Hours pg 34 | |
| 10.2 Print2Go pg 37 | |
| 11. GRRL 2025 Year-End Campaign (on table) | 7:10 |
| 12. Next Meeting – November 18, 2025 | 7:14 |
| 13. Adjournment | 7:15 |

Great River Regional Library Strategic Plan 2026-2030



*Strategic Direction: **Support Learning***

GOAL: Support patrons' literacy.

Intended audience: patrons, staff, and community

Objectives:

1. Enhance and support core literacy programs.
2. Assist patrons with basic technology skills and artificial intelligence (AI).

Logic Model Outcomes:

- Long term: Increased digital equity and inclusion.
- Long term: Improved culture of literacy among community members.

*Strategic Direction: **Share Our Story***

GOAL: Improve communication to increase awareness of existing services.

Intended audience: patrons and community

Objectives:

1. Develop multiple avenues for patrons to learn about or browse the collection.
2. Build methods to support stronger visibility and promotion.
3. Strengthen reputation of GRRL as a trusted steward of information and resources.

Logic Model Outcome:

- Long term: Engaged community – engaged in lifelong learning.

*Strategic Direction: **Welcome All***

GOAL: Eliminate barriers to library service.

Intended audience: patrons and community

Objectives:

1. Present accessible library information.
2. Reduce barriers to obtaining a library account.
3. Expand extended access models.

Logic Model Outcome:

- Intermediate: Empowerment of library users to use library resources on their own.

*Strategic Direction: **Grow partnerships***

GOAL: Collaborate with organizations to reach complementary goals.

Intended audience: the community

Objectives:

1. Build meaningful local relationships with schools, organizations, counties and cities to support library services.

Logic Model Outcome:

- Long term: Engaged community – engaged in lifelong learning.



Temporary Cold Spring Library Location

Submitted by Cara Langston, Patron Services Supervisor

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

We recommend the board approve a temporary Cold Spring Library branch location, provided the city defines the length of time the library will occupy the temporary space and mitigates security concerns.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Floor plan of the location

Per Library Development policy 2B.5 New Libraries, the space should be as open and flexible as possible. We recommend removing at least three walls to open the space for sightlines and collection space (see floor plan).

We also recommend the City of Cold Spring:

- Add an alarmed crash door on back exit.
- Remove unneeded doors and/or add windows to doors and walls for line of sight.
- Provide and maintain a camera system with portable display allowing staff to monitor areas not in their direct sightline.
- Remove or enclose the kitchenette equipment.
- Relocate the existing book drops, shelving, circulation desk, furniture, and city equipment from the current space.

FINANCIAL IMPLICATIONS

Estimated Cost:

Funding Source:

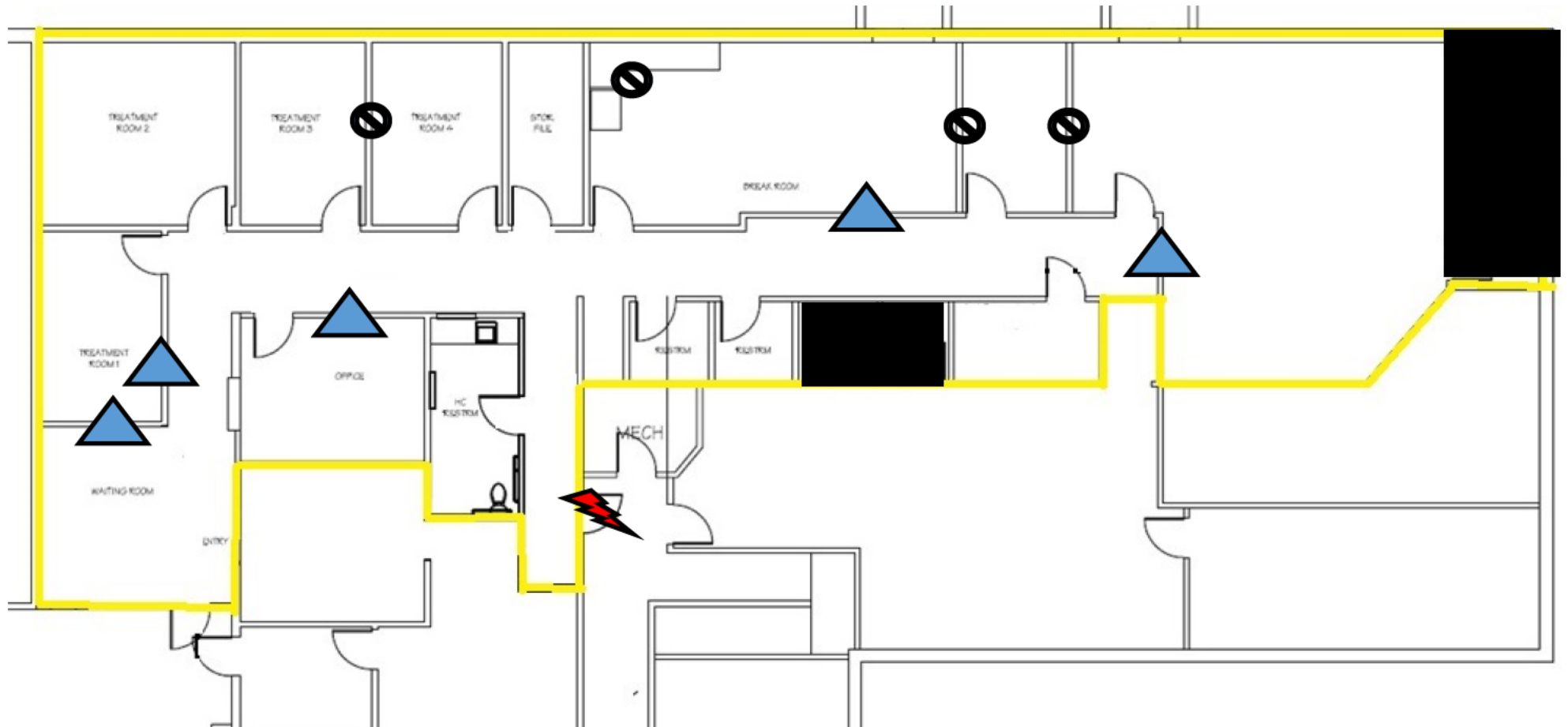
Budgeted: ☐ Yes ☒ No ☐ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled



Add Window



Remove Objects



Alarmed Door

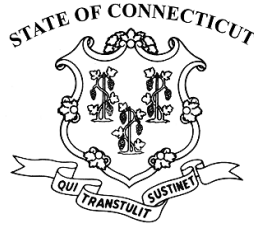


Inaccessible Space

Minnesota Library Association 2026 Legislative Priorities

In the 2026 MN state legislative session, MLA is actively pursuing:

- **Capital Investment**
 - Policy modification for the Mary C. Murphy Library Construction Grants program to allow for flexibility in matching funds, increase the grant cap to \$2 million, and mitigate the high costs of B3 guidelines.
- **Education Finance**
 - A new \$2.8M annual appropriation for State Library Services to protect against anticipated federal funding loss in the areas of Resource Sharing (Minitex), eLibrary MN, Minnesota Braille and Talking Book Library, competitive grants, data collection, and more.
- **Higher Education**
 - Raise awareness of Minitex and the work of academic libraries within their institutions through an information hearing.
- **Commerce**
 - Efforts to ensure equitable terms and fair pricing for library eBooks.
- **Public Safety**
 - Efforts to authorize local governmental units to prohibit or restrict possession of dangerous weapons, ammunition, or explosives in public facilities, including public libraries.



Substitute Senate Bill No. 1234

Public Act No. 25-9

***AN ACT PROHIBITING LIBRARIES FROM AGREEING TO CERTAIN
TERMS IN ELECTRONIC BOOK AND DIGITAL AUDIOBOOK
LICENSE AGREEMENTS OR CONTRACTS.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. (NEW) (*Effective July 1, 2025*) (a) As used in this section:

(1) "Electronic literary material" means any digital audiobook or electronic book;

(2) "Digital audiobook" means a sound recording of a reading of any literary production that has been converted into or published in a digital audio file that may be listened to on a computer or portable electronic device;

(3) "Electronic book" means a text document that has been converted into or published in a digital format that may be read on a computer or portable electronic device;

(4) "Portable electronic device" means any self-contained electronic device for personal use for communicating, reading, viewing, listening, playing video games or computing, including, but not limited to, a mobile telephone, tablet computer, electronic book reader or other similar device;

Substitute Senate Bill No. 1234

(5) "Library" includes (A) any public library, public elementary school library, secondary school library, academic library, research library or public archive (i) that is funded directly or indirectly, in whole or in part, during a fiscal year by the state or a political subdivision of the state, including, but not limited to, matching expenditures, grants, loans, bonding, insurance or guarantees, and (ii) for the duration of any fiscal year in which such funding is received and the fiscal year next succeeding; and (B) the State Library;

(6) "Publisher" means any person in the business of the manufacture, promulgation, license or sale of books, audiobooks, journals, magazines, newspapers or other literary productions, including those in the form of electronic literary materials, and includes any aggregator who enters into a contract with any library for the purpose of providing materials for purchase or license from any publisher;

(7) "Aggregator" means any person in the business of licensing access to electronic literary material collections that include electronic literary material from multiple publishers;

(8) "Technological protection measure" means any technology that enhances the security of loaning or circulating electronic literary materials by a library;

(9) "Borrower" means any person or organization, including another library, to whom a library loans a copy of electronic literary material;

(10) "Loan" means the creation and transmission by a library to a borrower of a copy of any electronic literary material and the deletion of such copy by the library upon the expiration of the loan period; and

(11) "Loan period" means the period of time commencing with the creation and transmission by a library to a borrower of a copy of any electronic literary material and concluding with the deletion of such copy by the library, as determined by the library.

Substitute Senate Bill No. 1234

(b) (1) On the sixtieth day following the date the Secretary of the State, in consultation with the State Librarian, determines that a substantially similar law to the provisions of this section has been enacted in one or more states, not including this state, and the aggregate population of such state or states equals at least seven million, as enumerated in the most recent United States decennial census, the provisions of this section shall apply to any contract or license agreement entered into or renewed on and after such sixtieth day, by a library in the state with a publisher for the license of any electronic literary material. The State Librarian shall verify whether any states have enacted any such substantially similar laws not less than quarterly.

(2) Not later than thirty days after the date the secretary, in consultation with the State Librarian, makes such determination in accordance with subdivision (1) of this subsection, the State Librarian shall electronically notify the Commissioner of Education, the Secretary of the Office of Policy and Management and all libraries operated by a state agency of such determination and the date the requirements of this section become effective and the Secretary of the State and State Librarian shall ensure that such determination and effective date are posted on the Internet web sites of the State Library and the office of the Secretary of the State. The Secretary of the Office of Policy and Management shall electronically notify all municipalities of this state and the Commissioner of Education shall electronically notify all public elementary schools and secondary schools, of such determination and effective date.

(c) On and after the sixtieth day following the date of determination by the secretary, in consultation with the State Librarian, as specified in subdivision (1) of subsection (b) of this section, no library in the state shall enter into or renew any contract or license agreement with a publisher that precludes, limits or restricts the library from performing customary operational or lending functions, including any provision

Substitute Senate Bill No. 1234

that:

(1) Prohibits the library from loaning any electronic literary material, including through any interlibrary loan system;

(2) Restricts the number of times the library may loan any electronic literary material over the course of the contract or license agreement if such contract or agreement also restricts the library's loan period for electronic literary material;

(3) Limits the number of electronic literary material licenses the library may purchase on the same date such electronic literary material is made available for purchase by the public;

(4) Prohibits the library from making nonpublic preservation copies of any electronic literary material;

(5) Restricts the library from disclosing the terms of the contract or license agreement to any other library in the state;

(6) Restricts the duration of the contract or license agreement for electronic literary material unless the library also has the option of a contract or license agreement on commercially reasonable terms in consideration of the library's mission, that either (A) is based on a pay-per-use model, or (B) provides for the perpetual public use of the electronic literary material;

(7) Requires the library to violate the provisions of section 11-25 of the general statutes;

(8) Provides that the contract or license agreement is not severable from any provision within such contract or agreement that is found in a judicial forum to be prohibited by this subsection; or

(9) Allows the enforcement of any of the provisions prohibited by this subsection other than in a judicial forum.

Substitute Senate Bill No. 1234

(d) Any library in the state may enter into a contract or license agreement with a publisher that contains:

(1) A limitation on the number of borrowers the library may allow to have simultaneous access to any electronic literary material; or

(2) A provision concerning the library's reasonable use of any technological protection measure that prevents a borrower from:

(A) Maintaining access to any electronic literary material beyond the access period specified in the contract or license agreement; and

(B) Providing other borrowers with access to any electronic literary material.

Governor's Action:

Approved May 29, 2025



2025 Annual Financial Designations Update

Submitted by Amy Anderson, Associate Director – Accounting

BOARD ACTION REQUESTED

☐ Information

☐ Discussion

☒ Action Requested

RECOMMENDATION

Approve updates to the depository designations, authorized account signers, and most recent letter of credit as detailed in the attached documents.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- Statement of Annual Financial Designations
- Letter of Credit No. 2526600082 dated September 23, 2025, from FHLB of Indianapolis on behalf of Old National Bank (Bremer Bank, N.A.)

FINANCIAL IMPLICATIONS

Estimated Cost: \$

Funding Source:

Budgeted: ☐ Yes ☐ No ☒ N/A

ACTION

☐ Passed

☐ Failed

☐ Tabled

Annual Financial Designations

a. Designation of Associate Director – Accounting as Custodian of Library Funds

The Associate Director – Accounting serves as Finance Manager. The Service Agreement, in Section 4.1 states the following:

The Treasurer shall receive and be custodian of all money belonging to the Library from whatever source derived. The Treasurer shall be the custodian of all bonds belonging to the Library.

The Board may at its annual meeting delegate such custodial duties to the Finance Manager. That person shall be responsible for investments, maintaining cash receipts and disbursements, and preparing financial statements.

b. Designation of Approved Depositories

The following depositories have been designated for banking services of the Great River Regional Library System by the GRRL Board of Trustees:

Old National Bank*	Expense Checking Account
	Certificates of Deposit
MAGIC Fund	Liquid Savings Account
	Investments
Stearns Bank	Expense Checking Account
	Certificates of Deposit
Ehlers Public Finance Advisors	Liquid Savings Account
	Investments
Falcon National Bank	Certificates of Deposit
MidCountry Bank	Certificates of Deposit
American Heritage Bank	Certificates of Deposit
Trustone Financial Credit Union	Certificates of Deposit

Approval of these designations is required by the Board of Directors.

**Bremer Bank, N.A., has been purchased by Old National Bank. The Bremer Bank name will change October 20, 2025.*

c. Acceptance of Current Letter of Credit

The following collateral amounts are assigned to Great River Regional Library by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank, N.A.:

- \$500,000.00 Letter of Credit #2526600082 dated September 23, 2025

Acceptance of this document by the Board of Directors is required.

d. Designation of Authorized Account Signers on Bank Accounts

The following persons are designated as account signers on the bank accounts held by Great River Regional Library:

- Jayne Dietz, President of the Great River Regional Library Board
- Brandi Canter, Executive Director
- Amy Anderson, Associate Director – Accounting

Designation of these organization members as authorized account signers is required by the Board of Directors, and allows signers to sign checks and conduct banking transactions on behalf of the organization.



FEDERAL HOME LOAN BANK OF INDIANAPOLIS
IRREVOCABLE PUBLIC UNIT DEPOSIT STANDBY LETTER OF CREDIT
NO. 2526600082

Date: **September 23, 2025**

To: **Great River Regional Library**
1300 W St Germain Street
St. Cloud, MN , 56301

Attention: **Great River Regional Library**

Ladies and Gentlemen:

We, the Federal Home Loan Bank of Indianapolis (the "FHLBI") hereby establish at the request and for the account of **Old National Bank, Evansville, IN**, ("Member"), this Irrevocable Public Unit Deposit Standby Letter of Credit No. **2526600082** (the "Letter of Credit") in favor of the aforesaid addressee (the "Beneficiary") for drawings in a maximum amount of up to **\$500,000.00** (the "Maximum Credit Amount") effective **September 23, 2025** and expiring on the Expiration Date(as defined below).

The term "Beneficiary" includes any successor by operation of law of the named Beneficiary including, without limitation, any liquidator, rehabilitator, receiver or conservator and any transferee in accordance with the terms hereof.

This Letter of Credit will expire at 4:00 p.m. (Eastern Time) on the date (the "Expiration Date") that is the earliest of: (i) **November 19, 2025**, (the "Termination Date"); or (ii) the honoring by the FHLBI of the final drawing available to be made hereunder (including, without limitation, a drawing pursuant to a Discontinuation Notice (as defined below), whether upon request of the Beneficiary or automatically as set forth in this Letter of Credit); provided, however, that in no event shall the Termination Date be extended beyond **November 19, 2025**

FHLBI hereby undertakes to promptly honor your drawing certificate(s) drawn on the FHLBI in the form of Exhibit A attached hereto (the "Drawing Certificate"), indicating the Letter of Credit number above, for all or any part of this Letter of Credit. Presentation of your duly completed Drawing Certificate and any other documents, notices and communications shall be delivered electronically to the FHLBI via e-mail at creditdesk@fhlbi.com. Alternatively, presentation of your duly completed Drawing Certificate may be made in person or by overnight delivery at 8250 Woodfield Crossing Boulevard, Indianapolis, Indiana 46240, Attention: Credit Department, or at such other address as may be specified in writing by the FHLBI.

Presentation on or before noon Eastern Time on any day other than a Saturday, Sunday or other day on which the FHLBI or all commercial banks in Indianapolis, Indiana are authorized or

required to be closed ("Banking Day") shall result in payment to Beneficiary on the same date. Drafts presented after noon Eastern Time on a Banking Day or on any day other than a Banking Day, shall result in payment to Beneficiary on the next Banking Day. Payment shall be made in immediately available funds.

You may draw on this Letter of Credit for any reason, including whenever necessary to prevent and/or satisfy losses to the public deposit under applicable state law and/or upon a notice of nonrenewal of this Letter of Credit. You may make multiple draws under this Letter of Credit, in respect of multiple financial institutions, at any time, for less than the Maximum Credit Amount, provided that the aggregate amount drawn and honored by us over time shall not exceed the Maximum Credit Amount of this Letter of Credit as the Maximum Credit Amount may have been increased or reduced from time to time. Subject to the foregoing, the "Maximum Credit Amount" on any Banking Day shall mean the lesser of: (i) that portion of the balance held in the Beneficiary's Public Unit Deposit Account with the Member (and secured by this Letter of Credit) as of the date of presentation of the Drawing Certificate; or (ii) the amount listed as the Maximum Credit Amount in the first paragraph of this Letter of Credit.

Except as otherwise set forth herein, each demand for payment honored by the FHLBI hereunder shall pro tanto reduce the amount available under this Letter of Credit. If requested, payments under this Letter of Credit may be made by wire transfer of immediately available funds to such account as is designated in your drawing certificate. If no such request is made, payment shall be made by a check drawn by the FHLBI and mailed, first class postage prepaid, to your address as indicated above, or at such other address as may be specified in writing by you to the FHLBI. Each draw hereunder shall specify the specific dollar amounts and financial institution on whose behalf the draw is being made.

The Member may request the Beneficiary to provide a reduction notice (the "Reduction Notice") in the form of Exhibit B attached hereto. Upon receipt by the FHLBI of the duly completed Reduction Notice executed by the Beneficiary, the Maximum Credit Amount shall be reduced to the amount set forth on such Reduction Notice and the FHLBI shall acknowledge such reduction.

Upon a default under any Irrevocable Public Unit Deposit Standby Letter of Credit Reimbursement Agreement executed by the Member and the FHLBI concerning the applicable Letter of Credit, the FHLBI may deliver to the Beneficiary a discontinuation notice (a "Discontinuation Notice") relating to such Member's Letter of Credit, substantially in the form set forth in Exhibit C attached hereto. Such Discontinuation Notice shall be executed and delivered by the FHLBI to the Beneficiary by certified mail, return receipt requested or by recognized overnight courier service with a signature proof of delivery. Following its receipt of a Discontinuation Notice, upon the earlier to occur of (a) the Beneficiary presenting a drawing certificate on the terms contained in this Letter of Credit in an amount equal to such Maximum Credit Amount then available, or (b) 30 calendar days after Beneficiary receives such Discontinuation Notice, the FHLBI shall pay the applicable Member's Maximum Credit Amount to the Beneficiary, at a bank account either set forth in such drawing certificate or, if Beneficiary has not then sent a drawing certificate to the FHLBI, to the account set forth in the Discontinuation Notice.

Except as expressly stated herein, this undertaking is not subject to any agreement, condition or qualification. The obligation of the FHLBI under this Letter of Credit is the individual obligation of the FHLBI, and is no way contingent upon reimbursement with respect thereto.

This Letter of Credit is governed by the Federal Home Loan Bank Act, Rules and Regulations of the Federal Housing Finance Agency and policies, guidelines and directives of the Federal Housing Finance Agency and, to the extent state law is applicable, shall be governed by the laws of the State of Indiana, including Article 9 of the Uniform Commercial Code as in effect in the State of

Indiana, which shall be deemed applicable to this Letter of Credit. In the event of any conflict with other laws, the laws of the State of Indiana shall govern. It is further agreed that this Letter of Credit shall be supplemented by the provisions (to the extent such provisions are not inconsistent with this Letter of Credit) of the Uniform Customs and Practice for Documentary Credits, 2007 Revision, International Chamber of Commerce Publication No. 600 (the "Uniform Customs") and International Standby Practices, International Chamber of Commerce Publication No. 590, and any subsequent revisions thereof approved by a Congress of the International Chamber of Commerce, and to the extent not inconsistent therewith, by Article 5 of the Uniform Commercial Code in effect in the State of Indiana. Communications with respect to this Letter of Credit shall be in writing and shall be addressed to the FHLBI at the address indicated herein, specifically referring to the number of this Letter of Credit.

Notwithstanding anything in Article 38 of the Uniform Customs to the contrary, this Letter of Credit is not transferable or assignable, either in whole or in part, except with the express written consent of the FHLBI. Beneficiary may request such consent (which shall not be unreasonably withheld, delayed or conditioned) by presentation to the FHLBI of a request for consent (the "Request for Consent") substantially in the form set forth in Exhibit D attached hereto and appropriately completed.

Upon the provision of its consent, and as soon as this original Letter of Credit is delivered to the transferee(s) and the FHLBI has been paid its customary transfer fee, the FHLBI shall forthwith transfer the Letter of Credit to the new beneficiary or, if so requested, issue a new Letter of Credit upon physical receipt of this Letter of Credit to the new beneficiary with provisions therein substantially identical with those of this Letter of Credit, other than substituting such new beneficiary as "Beneficiary". If there are multiple new beneficiaries, the FHLBI shall issue separate letters of credit in each case in the Maximum Credit Amount set forth in the Request for Consent request with respect to each Beneficiary; provided, however, that at no time shall there be any one or more letters of credit issued in replacement of this Letter of Credit in the aggregate in excess of the Maximum Credit Amount hereof.

Notwithstanding anything in Uniform Customs to the contrary, regardless of whether the Expiration Date is a Business Day, this Letter of Credit expires on said Expiration Date and cannot be drawn on thereafter, for any purpose.

* * *

Exhibits attached hereto:

Exhibit A: Form of Drawing Certificate

Exhibit B: Form of Reduction Notice

Exhibit C: Form of Discontinuation Notice

Exhibit D: Form of Request for Consent re: Beneficiary Transfer

This Letter of Credit sets forth in full the undertaking of the FHLBI, and such undertaking shall not be modified, amended or amplified in any way except by a writing executed by the FHLBI.

Sincerely,

FEDERAL HOME LOAN BANK OF
INDIANAPOLIS

DocuSigned by:
Belal Abdulwahab
By: B6A73452C7634CA
Name: Belal Abdulwahab
Title: Lending Officer

Signed by:
Patrick Crowell
By: EC47CEF8890041B
Name: Patrick Crowell
Title: Associate Director, Advances

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

Library	1/1/2025	10/1/2025	Total change YTD
Albany	2,352	2,224	(128)
Annandale	2,281	2,206	(75)
Becker	2,528	2,543	15
Belgrade	419	426	7
Big Lake	3,086	3,055	(31)
Buffalo	6,051	6,250	199
Clearwater	1,040	1,082	42
Cokato	1,399	1,377	(22)
Cold Spring	2,246	2,231	(15)
Delano	3,090	3,228	138
Eagle Bend	430	412	(18)
Elk River	10,746	10,790	44
Foley	1,633	1,671	38
Grey Eagle	318	275	(43)
Howard Lake	1,212	1,250	38
Kimball	850	860	10
Little Falls	4,388	4,302	(86)
Long Prairie	1,474	1,529	55
Melrose	1,258	1,313	55
Monticello	5,268	5,321	53
Paynesville	1,361	1,387	26
Pierz	1,309	1,218	(91)
Richmond	696	673	(23)
Rockford	1,349	1,321	(28)
Royalton	1,076	1,111	35
Saint Cloud	23,390	23,350	(40)
Saint Michael	9,901	10,392	491
Sartell Locker	777	848	71
Sauk Centre	1,679	1,668	(11)
Staples	1,794	1,738	(56)
Swanville	370	305	(65)
Upsala	482	471	(11)
Waite Park	2,708	2,667	(41)
Region Total	98,961	99,494	533

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

Library	2025 YTD Q3 new borrowers	2024 YTD Q3 new borrowers	2023 YTD Q3 new borrowers	2022 YTD Q3 new borrowers	2021 YTD Q3 new borrowers	2020 YTD Q3 new borrowers
Albany	271	262	360	334	220	70
Annandale	321	339	309	373	242	98
Becker	402	423	426	403	354	153
Belgrade	70	58	91	56	29	37
Big Lake	456	533	467	546	333	224
Buffalo	997	920	831	790	653	414
Clearwater	135	159	145	108	91	66
Cokato	156	197	175	197	173	104
Cold Spring	308	328	283	371	201	101
Delano	470	465	458	391	312	186
Eagle Bend	45	61	57	59	52	35
Elk River	1,810	1,959	1,777	1,664	1,291	858
Foley	245	268	341	214	169	81
Grey Eagle	27	28	29	38	34	17
Howard Lake	194	324	118	188	114	53
Kimball	109	122	132	122	150	18
Little Falls	597	660	668	677	489	220
Long Prairie	257	205	209	192	175	61
Melrose	181	200	252	131	97	55
Monticello	940	814	847	809	497	367
Paynesville	213	199	260	162	130	62
Pierz	137	163	162	212	90	45
Richmond	83	102	113	106	46	27
Rockford	164	207	208	173	137	80
Royalton	180	210	170	160	83	63
Saint Cloud	3,816	3,771	3,699	3,734	2,351	1,718
Saint Michael	1,686	1,674	1,701	1,509	1,153	633
Sartell	203	219	234	135	111	93
Sauk Centre	222	260	205	228	476	204
Staples	263	228	340	304	165	185
Swanville	30	32	28	52	41	13
Upsala	56	60	45	54	24	94
Waite Park	315	386	365	320	196	119
Region Total	15,359	15,836	15,505	14,812	10,679	6,554

July 2025 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour July 2025	Circ/Hour July 2024	CPH % Change	YTD 2025	YTD 2024	% Change YTD
Albany	5,976	1,070	34	38	-10.4%	36,996	45,757	-19.1%
+ Annandale	4,822	1,049	40	33	19.7%	26,794	23,237	15.3%
Becker	4,831	961	33	40	-17.5%	31,139	34,655	-10.1%
+ Belgrade	748	174	8	8	10.4%	5,596	4,993	12.1%
+ Big Lake	5,887	1,096	41	41	1.4%	35,923	35,651	0.8%
Buffalo	15,677	2,910	74	77	-4.8%	98,949	101,331	-2.4%
Clearwater	2,953	586	27	25	4.8%	16,702	17,616	-5.2%
Cokato	4,187	740	31	33	-6.1%	24,745	25,211	-1.8%
+ Cold Spring	6,568	1,090	40	39	3.9%	39,864	36,852	8.2%
Delano	8,733	1,426	44	42	5.3%	49,609	49,913	-0.6%
Eagle Bend	1,542	244	15	13	18.6%	8,939	9,597	-6.9%
Elk River	20,755	3,566	98	106	-7.4%	117,677	125,470	-6.2%
+ Foley	5,164	820	32	32	1.9%	29,993	29,444	1.9%
Grey Eagle	614	171	6	6	3.9%	4,163	4,318	-3.6%
+ Howard Lake	2,860	539	21	16	34.0%	17,056	13,582	25.6%
+ Kimball	2,286	463	24	22	10.0%	12,194	11,730	4.0%
Little Falls	7,840	1,656	39	39	0.4%	46,772	47,502	-1.5%
Long Prairie	3,533	678	21	17	23.4%	19,326	20,433	-5.4%
+ Melrose	11,851	835	99	90	9.3%	86,074	66,260	29.9%
Monticello	11,941	2,202	63	67	-6.3%	72,620	76,707	-5.3%
Paynesville	1,778	469	12	18	-31.4%	12,054	13,758	-12.4%
Pierz	2,092	506	17	19	-10.0%	12,439	12,893	-3.5%
+ Richmond	1,680	379	17	18	-6.5%	9,637	9,374	2.8%
+ Rockford	4,110	584	28	24	17.2%	22,904	20,021	14.4%
Royalton	1,541	372	15	14	6.8%	8,355	9,924	-15.8%
Saint Cloud	43,534	7,805	169	182	-7.1%	263,860	284,619	-7.3%
+ Saint Michael	23,913	4,136	113	113	-0.4%	131,821	131,719	0.1%
Sauk Centre	5,438	1,057	36	39	-8.7%	35,406	39,030	-9.3%
Staples	4,208	775	26	28	-8.6%	28,255	30,503	-7.4%
Swanville	420	103	5	7	-25.9%	2,961	4,616	-35.9%
Upsala	2,329	361	22	24	-11.1%	13,997	15,845	-11.7%
Waite Park	6,806	1,505	48	54	-11.8%	44,080	45,435	-3.0%
+ Sartell Locker	1,010	220				6,423	4,842	32.7%
Total	227,627	40,548	49	51	-2.9%	1,373,323	1,402,838	-2.1%
Total								
+ OverDrive	44,543					299,612	266,494	12.4%

+ Indicates an increase in YTD circulation total over last year

August 2025 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Aug 2025	Circ/Hour Aug 2024	CPH % Change	YTD 2025	YTD 2024	% Change YTD
Albany	5,311	838	32	33	-1.9%	42,307	51,436	-17.7%
+ Annandale	4,155	867	35	33	5.0%	30,949	27,260	13.5%
Becker	4,415	805	32	34	-7.2%	35,554	39,617	-10.3%
+ Belgrade	753	180	9	10	-18.0%	6,349	5,984	6.1%
+ Big Lake	5,422	942	40	38	6.4%	41,345	41,011	0.8%
Buffalo	14,165	2,477	70	69	1.5%	113,114	115,841	-2.4%
Clearwater	2,647	525	25	20	24.5%	19,349	19,802	-2.3%
Cokato	3,260	637	25	25	-1.3%	28,005	28,717	-2.5%
+ Cold Spring	5,774	980	37	35	6.8%	45,638	42,678	6.9%
Delano	7,092	1,280	38	37	3.2%	56,701	57,118	-0.7%
Eagle Bend	1,085	178	11	13	-15.4%	10,024	10,892	-8.0%
Elk River	18,652	3,103	93	92	1.1%	136,329	145,016	-6.0%
+ Foley	4,370	691	29	27	5.2%	34,363	33,818	1.6%
Grey Eagle	553	187	6	7	-10.3%	4,716	5,008	-5.8%
+ Howard Lake	2,445	485	19	27	-28.1%	19,501	16,448	18.6%
+ Kimball	1,905	319	21	16	27.0%	14,099	13,377	5.4%
Little Falls	7,014	1,501	37	37	1.1%	53,786	54,842	-1.9%
Long Prairie	2,603	630	17	15	9.4%	21,929	22,903	-4.3%
+ Melrose	12,048	785	107	87	22.2%	98,122	76,645	28.0%
Monticello	10,702	2,003	60	59	0.7%	83,322	87,993	-5.3%
Paynesville	1,710	456	12	12	3.6%	13,764	15,505	-11.2%
Pierz	1,947	455	17	15	15.7%	14,386	14,809	-2.9%
+ Richmond	1,499	301	16	15	7.5%	11,136	10,856	2.6%
+ Rockford	2,920	431	21	22	-3.6%	25,824	23,206	11.3%
Royalton	1,306	323	14	12	19.3%	9,661	11,173	-13.5%
Saint Cloud	38,827	7,068	157	167	-5.8%	302,687	328,029	-7.7%
Saint Michael	19,941	3,409	99	96	3.2%	151,762	152,186	-0.3%
Sauk Centre	4,606	890	31	34	-7.6%	40,012	44,321	-9.7%
Staples	3,699	693	24	26	-9.2%	31,954	34,763	-8.1%
Swanville	312	76	4	6	-36.5%	3,273	5,230	-37.4%
Upsala	1,808	296	17	22	-20.1%	15,805	18,217	-13.2%
Waite Park	6,436	1,429	49	49	0.5%	50,516	52,473	-3.7%
+ Sartell Locker	962	223				7,385	5,659	30.5%
Total	200,344	35,463	43	46	-6.3%	1,573,667	1,612,833	-2.4%
Total								
+ OverDrive	45,951					345,563	307,343	12.4%

+ Indicates an increase in YTD circulation total over last year

September 2025 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Sept 2025	Circ/Hour Sept 2024	CPH % Change	YTD 2025	YTD 2024	% Change YTD
Albany	5,101	748	29	33	-13.0%	47,408	56,573	-16.2%
+ Annandale	4,526	909	37	34	8.1%	35,475	31,042	14.3%
Becker	4,394	803	29	36	-17.7%	39,948	44,346	-9.9%
+ Belgrade	658	158	7	9	-28.5%	7,007	6,794	3.1%
+ Big Lake	5,016	855	35	39	-11.4%	46,361	46,010	0.8%
Buffalo	13,788	2,362	64	69	-7.9%	126,902	129,153	-1.7%
+ Clearwater	2,420	463	22	19	12.6%	21,769	21,738	0.1%
Cokato	3,270	598	23	27	-12.9%	31,275	32,017	-2.3%
+ Cold Spring	4,905	827	29	33	-11.4%	50,543	47,500	6.4%
+ Delano	6,815	1,098	34	35	-2.5%	63,516	63,299	0.3%
Eagle Bend	1,248	191	13	15	-12.9%	11,272	12,237	-7.9%
Elk River	16,572	2,716	76	84	-8.7%	152,901	161,080	-5.1%
+ Foley	4,002	587	25	27	-10.6%	38,365	37,772	1.6%
Grey Eagle	492	148	5	7	-34.6%	5,208	5,655	-7.9%
+ Howard Lake	2,292	420	16	21	-22.7%	21,793	19,038	14.5%
+ Kimball	1,600	299	15	18	-15.2%	15,699	15,046	4.3%
Little Falls	6,509	1,360	32	32	0.7%	60,295	60,515	-0.4%
Long Prairie	2,450	578	15	18	-17.9%	24,379	25,563	-4.6%
+ Melrose	11,971	686	99	97	1.5%	110,093	87,168	26.3%
Monticello	9,494	1,698	49	63	-22.5%	92,816	98,800	-6.1%
Paynesville	1,678	422	11	13	-12.2%	15,442	17,187	-10.2%
Pierz	1,710	401	13	14	-10.3%	16,096	16,432	-2.0%
+ Richmond	1,262	237	12	15	-16.2%	12,398	12,201	1.6%
+ Rockford	2,952	440	20	19	3.1%	28,776	25,742	11.8%
Royalton	1,100	272	10	12	-17.3%	10,761	12,306	-12.6%
Saint Cloud	36,320	6,335	137	155	-11.9%	339,007	364,599	-7.0%
Saint Michael	16,990	2,814	78	91	-13.7%	168,752	169,596	-0.5%
Sauk Centre	3,999	773	25	35	-28.0%	44,011	49,243	-10.6%
Staples	3,456	644	21	26	-21.8%	35,410	38,679	-8.5%
Swanville	270	76	3	5	-41.8%	3,543	5,704	-37.9%
Upsala	1,792	280	16	18	-10.0%	17,597	19,994	-12.0%
Waite Park	5,667	1,245	38	48	-19.5%	56,183	58,562	-4.1%
+ Sartell Locker	886	227				8,271	6,505	27.1%
Total	185,605	31,670	40	41	-1.7%	1,759,272	1,798,096	-2.2%
Total								
+ OverDrive	42,943					388,506	345,669	12.4%

+ Indicates an increase in YTD circulation total over last year

Great River Regional Library			July	August	September	Q3 Cumulative
Expand the eBook, eAudiobook and database collection.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Digital Library circulation increases	Collection Development	124,608	47,033	48,254	45,212	140,499
Active Digital Library users increase	Collection Development	32,706	11,627	11,553	11,543	34,723
Enhance the physical collection of library materials.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Key metric - Circulation/Open Hour by library increases	Collection Development	46	49	43	40	45
Eliminate late fees on all library materials to remove a major barrier to access.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Key metric - New resident borrowers by regional increase	Leadership Support Team	5,281	1,782	1,560	1,709	5,051
Key metric - Total current resident borrowers by regional increase	Leadership Support Team	95,508	96,287	96,102	96,351	96,351
Key metric - Items/checkout session by library increase	Leadership Support Team	5.77	5.61	5.64	5.85	5.70
Key metric - Circulation - physical materials	Leadership Support Team	629,934	229,423	202,078	187,050	618,551
Key metric - \$ collected - Miscellaneous receipts	Accounting	\$30,865	\$8,832	\$15,570	\$11,761	\$36,163
Increase targeted advertising to reach a wider audience.	Owner	Baseline 6/30/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Regularly post on social media to followers about collections and services	Communications & Development	NA	posts about Summer Reading Challenge, Teen Sticker Design Contest, Tumblebooks in Mandarin language, eBooks MN platform, Pokemon Club, readalikes for Lisa Jewell	posts about Summer Reading Challenge, Romance Month books, Teen Sticker Design Contest, MN State Park passes, NextReads eNewsletters, Ancestry, Make-a-Will Month, popular/trending books	posts about friendship books for tweens, Try It Yourself birdwatching kit, storytime, Thursday Murder Club readalikes, 9/11 documentary, One Book One MN, NoveList database, Carnival of Reading challenge on Beanstack, 1,000 Books Before Kindergarten, newspapers, Libby	
Number of e-newsletter subscribers	Communications & Development	2,064	3,738	3,786	3,834	
E-newsletter open rate	Communications & Development	44.75%	48.92%	48.56%	50.05%	

Great River Regional Library			July	August	September	Q3 Cumulative
Build GRRL's culture of philanthropy.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Board giving rate	Communications & Development	26%				46%
Staff giving rate	Communications & Development	11%				9%
Increase donor support of the library.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q2 2025 - Cumulative
Donors retention rate	Communications & Development	60%	58%	57%	58%	58%
Donors acquired	Communications & Development	59	8	7	0	15
Fund Development Plan progress	Communications & Development	NA	sent seasonal Friends of the Library newsletter	sent email & mail to donors about Make-a-Will Month with resources on estate planning and leaving a legacy library gift	Held Friends Meet Friends annual event; held estate planning programs in Foley and St. Cloud	
Increase training to support access and awareness.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Organizational Orientation attendees	Human Resources	24	11			11
Regional Staff Meeting attendees	Human Resources	0	0	41	0	41
M3 Huddle attendees	Human Resources	35	0	0	37	37
Homeless Library Academy attendees	Human Resources	80	108	94	97	299
Maximize library financial investment options.	Owner	Baseline Q3/2024	Status 7/31/2025	Status 8/31/2025	Status 9/30/2025	Q3 2025 - Cumulative
Number of accounts with new financial institutions established	Accounting	Q3 Ending # of CD = 24	29	29	29	29
Key metric -Overall CD Portfolio rate of return	Accounting	Q3 average = 4.84%	4.44%	4.36%	4.29%	4.33%



Project Evaluations

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

BOARD ACTION REQUESTED

☒ Information ☐ Discussion ☐ Action Requested

RECOMMENDATION

Review the evaluations for the 2022 Additional Open Hours and Print2Go projects.

BACKGROUND INFORMATION

☒ Supporting Documents Attached

- 2022 Additional Open Hours
- Print2Go

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



Project Evaluation Sheet

Title of Project: Additional open hours for small and mid-size libraries

Date(s): Effective 1/1/2022. Evaluation date Q3 2025.

Usage/statistics (outputs):

See attached Summary Tab_2022 Open Hours evaluation metrics

Patron demographics served by the project:

Some hours were added in the morning while others were after-school or after-work. Thus, there was no single demographic that was served overall.

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

The stated goals (11/16/2021 Board document) were to increase consistency, provide more open days, and/or more access during times of highest community need. Earlier discussion by board members (5/18/2021) included interest in expanding open hours "to encourage increased usage."

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

We received positive feedback from patrons who like the more consistent schedules and greater number of open hours. There still is a significant lag in awareness of the additional hours in many locations – especially if the changes were minimal. Where we added 2-3 hours on a given day of the week, this was less of an issue.

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

In some locations, it has been difficult to staff the added hours due to break needs. Shifts of four hours or more require that we offer breaks. If the circulation is not high enough to warrant double staffing, it creates challenges for the organization to ensure that staff are able to take their breaks at a regular time. This may require changes to the timing of open hours so that we don't have 4-hour staff shifts, however these changes may negatively impact the schedule consistency that we gained by adding open hours.

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

We have yet to identify a highly effective way to ensure local awareness of changes in open hours. In general, it can take years to build community awareness of open hours changes.

Were stated goals for the project met?

A number of branches did see success with the open hours changes. Mapping of circulation hours in the Southern branches generally showed that newly open hours have had a good amount of business. Many of these locations already had fairly consistent hours, so the additional hours were an add-on benefit. For example, Becker library was able to consistently open earlier. In Big Lake, the hours were added to a single day, which has seen a good amount of business.

In some of the Northern and Central branches, the additional hours provided consistency that had been lacking before. In Eagle Bend, the newly open hours are some of the slowest times, but they do add consistency and balance to the schedule. However, in Sauk Centre the additional hours are two of the busiest times of the week. In Clearwater and Paynesville, the additional hours spread out the busyness so that circulation is more consistent across a shift.

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

Some communities saw increased borrower numbers and circulation; however, this was not consistent. We suspect this is due to the differences between local communities on a range of metrics: population changes, commuting patterns, changes in local industry and education, etc.

Was there positive feedback? Specify.

Feedback from cities and patrons has been overwhelmingly positive. People want their local library open as many hours as possible, and they want the open times to be consistent so that they are easy to remember.

Recommendation to continue/discontinue.

Swanville's additional hours were eliminated in 2025 due to staffing challenges. Grey Eagle may go back to 20 hours a week in 2026 for the same reason.

For the remaining branches which received additional hours in 2022, LST recommends using the data and observations provided here in the 2026 Library Development Plan update to further determine adjustments needed. Decisions to keep or retract added hours may be made on the basis of staff turnover, busyness trends, and budget needs.

Evaluation completed by:

Brandi Canter, Lead Patron Services Supervisor; Jeannette Burkhardt and Cara Langston, Patron Services Supervisors

Additional documentation:

- Summary Tab_2022 Open Hours evaluation metrics

2022 Additional Open Hours Evaluation Metrics

Summary 2019-2025

Branch	Hours Added	2022 Open Hours	Total Added Staff Hours	Change in Circ/Open Hr 2019-2024	Change in Checkout sessions 19-24	Change in Borrowers 20-25	Contextual Notes
Albany	2	39	2	-2.28	-2376	-259	
Annandale	3	28	2.75	-7.22	-1080	7	
Becker	3	33	3	-3.99	198	-26	
Belgrade	2	22	2	-6.51	5985	-71	
Big Lake	3	32	2.5	-2.69	336	386	
Buffalo	0	0	0	-6.51	-2434	-699	NO HOURS CHANGE
Clearwater	2	25	2	-4.59	-389	1	
Cokato	3	31	3	-9.87	-1221	-155	
Cold Spring	3	37	3	-7.45	-2237	-187	
Delano	3	44	3	-18.61	-2995	-169	
Eagle Bend	3	23	3	-15.62	-1436	-152	Building expansion 2024
Elk River	0	0	0	-9.17	-4319	17	NO HOURS CHANGE
Foley	1	36	1	-2.82	-309	-37	
Grey Eagle	3	23	3	-8.29	-681	-60	
Howard Lake	3	31	3	-6.91	607	241	New building 2024
Kimball	3	23	3	-4.07	280	186	New building 2020
Little Falls	2	45	2	-16.61	-5075	-365	
Long Prairie	2	37	2	-12.39	-3067	-276	
Melrose	2	27	2	23.28	788	74	
Monticello	0	0	0	-20.98	-5722	-1027	NO HOURS CHANGE
Paynesville	2	33	2	-15.83	-1862	-321	
Pierz	3	28	0	-17.23	-884	44	
Richmond	3	23	3	-8.13	32	59	
Rockford	2	33	2	-14.48	-2546	-262	
Royalton	3	23	3	-4.54	-506	18	
Saint Cloud	0	0	0	-77.62	-30067	-6568	NO HOURS CHANGE
Saint Michael	0	0	0	9.65	6280	1684	NO HOURS CHANGE
Sauk Centre	3	35	3	-13.90	-1037	-39	
Staples	2	37	2	-9.46	-1866	-285	
Swanville	3	23	3	-0.34	-225	-81	Additional hours removed in 2025
Upsala	2	25	2	-7.74	-1152	-168	
Waite Park	2	32	1.5	-25.40	-4373	-61	
Sum	68		63.75				
Average				-10.26	-1979.78	-267.22	



Project Evaluation Sheet

Title of Project: Cloud-Based Printing (Print2Go)

Date(s): Project started September 2019. Evaluation date Q2 and Q3 2025.

Usage/statistics (outputs):

Public use of GRRL's printing service (cloud-based and through internet stations) has been steadily increasing. GRRL branded the cloud printing service as Print2Go.

Total Public Printing (library and user devices combined)

	Color Pages	Grayscale Pages	Total Printed Pages	Year-to-Year Change	Individual Jobs	Year-to-Year Change
2021	14,433	289,095	303,528		87,552	
2022	19,432	338,629	358,061	18.0%	100,082	14.3%
2023	21,064	363,438	384,502	7.4%	104,530	4.4%
2024	25,923	392,180	418,103	8.7%	117,812	12.7%

Print2Go Usage March 4 to December 21, 2024 (304 days – user devices only)

	Color Pages	Grayscale Pages	Total Printed Pages
3 / 4-12/31/2024	13,673	130,593	144,266
Daily Average	45.125	431	476.125

Patron demographics served by the project:

Public printing at GRRL is used by patrons of all ages as well as a number of community members who do not have library accounts. Many community organizations (e.g. county Human Services, Workforce Centers, Veterans Administration, etc.) send their participants to the library to print documents. Patrons are able to use GRRL internet stations in the library for their printing needs. GRRL also provides mobile printing where patrons can upload documents then print at any GRRL location.

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

Patrons and non-registered library users had requested a cloud-based service that would allow them to upload documents from their own device to print in the library. They wanted to be able to do so at their convenience and outside of library open hours.

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

User feedback has been generally positive. People appreciate being able to send their print jobs from home, school, or work when it is convenient for them and then go to the library just to pay for and release the prints. Patrons also appreciate that the library generally charges less for printing than do for-profit businesses.

Some patrons experience difficulty with the process, particularly if they are trying to upload print jobs from a phone or handheld device and are unsure of how to find saved documents. However, there are a high percentage of regular users who are adept at using Print2Go with minimal challenge.

Staff feedback has been mixed but generally positive. A survey of staff indicated that most staff found the Print2Go software easy to use, and they were glad to be able to provide this service. When patrons are unsure of how to upload documents from their devices, it can be a challenge for staff to troubleshoot the issue or provide assistance. Similarly, staff shared that there can be significant language barriers, both in terms of how to explain the process to users and staff not knowing how to translate icons and commands when the user's device is set to a language other than English.

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

The project was initially funded through a request to the Finance Committee, as an Unassigned Fund Balance Designations Proposal on July 17, 2018. At that time, GRRL was working with the vendor iTeam. After researching alternative service providers, our IT staff recommended moving to ePrintIt with an initial set up cost of \$30,000. Following that, their yearly contract for computer reservations and printing had an annual cost of \$9,983 versus iTeam's cost of \$20,170 for a similar product.

Regional staff provided information fliers with QR codes to facilitate the upload. This seemed to be helpful to most users. Staff procedures and troubleshooting guides were developed at the onset and have been updated and improved over time.

One challenge with Print2Go was that initially the landing page could not be customized as much as we would have liked. Updates have provided somewhat more control. Still, it has not always been easy to provide accessible directions for how to use the service.

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

We underestimated how much staff time it can require to assist patrons who are not familiar with cloud-based applications, or if they are not tech savvy in general. We also underestimated the assumptions that some patrons made about what else the library should provide – such as mailing labels, envelopes, etc.

Staff have reported that many users do not know their email passwords or how to complete 2-factor authentication if needed. Thus, the process can be cumbersome and confusing for them. For others, being able to print straight from their phones has provided faster service because they do not have to wait for a public computer station. Prior to Print2Go, those who just needed a simple print out (a pay stub or return label, for example) sometimes had to wait for an hour for an available computer.

Were stated goals for the project met?

Goals for users have generally been met, although both staff and users would like a simplified user-experience. Given the wide range of devices and patrons' technical abilities, this may be difficult to fully achieve. The Public Services Team is working on ideas for staff training and user tips.

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

Word of GRRL's Print2Go service has spread, and several communities rely on the library as a printing resource. As a result, it is used by many people who are not library cardholders. It is possible that GRRL could leverage the popularity of Print2Go to increase borrower numbers.

In addition, the availability of a cloud-based resource has fundamentally changed the general need for library internet stations. We have seen fewer people signing up for library computers. In the first six months of 2019, we recorded 64,959 internet uses. In comparison, the first six months of this year we had 33,824 – a 48% decrease that was driven in part by the increase in cloud-based printing. As a result, we have been able to reduce regional allocations of internet stations by not replacing some machines.

Was there positive feedback? Specify.

In the staff survey, staff shared that frequent users are enthusiastic about Print2Go and glad to be able to print straight from their devices. Even new users are generally satisfied. Most users appreciate that the fee is minimal. Particularly in smaller communities, the library may be the only local place where people can print documents.

Recommendation to continue/discontinue.

PST recommends continuing the service.

The team has three additional recommendations:

- Incorporate a question into the October 2025 count week to get an estimate of the percentage of Print2Go users who do not have a current library account with GRRL,
- Develop more translations of resources for users and staff, and
- At some future point, evaluate the feasibility of providing a limited number of free prints for users with a GRRL account in good standing.

Evaluation completed by:

Brandi Canter, Lead Patron Services Supervisor, with input from Public Services Team members:

- Beth Ringsmuth Stolpman – Patron Services Specialist
- Amanda Wehrspann – Library Services Coordinator, Grey Eagle & Long Prairie
- Jade Lauber – Library Services Coordinator, Little Falls & Swanville
- Katie Teesdale – Library Services Coordinator, Buffalo
- Lori Johnson – Library Assistant, Royalton
- Soph Lohman – Library Associate, St. Cloud
- Steve Lex – Computer Systems Analyst, IT Liaison

Additional documentation:

NA