Great River Regional Library

Library Development Plan

Approved October 15, 2019

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BACKGROUND

GRRL is a consolidated regional library system with 32 libraries in six counties in central Minnesota. In 2017, a pilot project with the City of Sartell called GRRL2Go added an additional self-service location at their community center. Our joint powers agreement and branch agreements establish that GRRL is responsible for all costs associated with the provision of library services. Cities are responsible for the costs associated with buildings, insurances, utilities, and related building operations.

The 2019 Library Development Plan builds on the work of previous plans, updating open hour recommendations, facility assessments and alternative service models. Our recommendations for facilities, open hours and alternative service models are based on current policies and analysis of library usage.

Usage patterns within our region are changing. The majority of GRRL residents live within 15-minute drive time from a GRRL location. This is the standard GRRL has established in policy for distance between libraries.

With dramatic changes in technology, patrons expect more self-service and virtual options. Options exist today that were not available five years ago, such as Bibliotecha Open+. These new methods of delivering library service should be considered so GRRL can continue to provide Central Minnesota with exceptional library service.

CHALLENGES

The goal of the GRRL Board and Administration is to provide the best possible library services to its residents with the dollars available. GRRL operates with less total revenue per capita than the statewide average. In 2016, average statewide public library funding was $41.56 total revenue per capita compared with GRRL's $20.80, according to the most recent data from the Institute of Museum and Library Services, the U.S. federal library agency.

Spreading limited dollars over a large geographic region has the effect of limiting overall library services available. Personnel costs comprise the bulk of GRRL expenditures, nearly 80 percent of operating expenditures. The majority of GRRL operating revenue is received from the county signatories, approximately 75.6 percent. City contributions are limited to coverage of the maintenance and upkeep of the local library facility. Two exceptions to this are the cities of Elk River and Sartell. In 2017, Sartell signed a service agreement for a three-year pilot to establish GRRL2Go in their new community center. Elk River signed a service agreement to add three open hours to the schedule using city funding.

FACILITY IMPROVEMENTS

The following libraries are in need of improvements due to accessibility, space or safety issues:

- Cold Spring
- Eagle Bend
- Howard Lake
- Kimball
- Waite Park

Further detail on each of these facilities is included in the Facility Assessments.

OPEN HOURS

Based on usage patterns and population increases, GRRL should increase open hours at Pierz and St. Michael when budget and staffing conditions permit. Kimball will be getting a new facility in the near future, which may also warrant an increase in open hours. All changes to open hours with budgetary impact would be brought forward through GRRL budgeting processes for approval by the Board of Trustees.

ALTERNATIVE SERVICES

Enhanced library service is desired by some communities without libraries within the GRRL service area. The alternative services identified could most feasibly be offered within the constraints of our existing service model. Expansion of any library service would be dependent on the regional cost to add the service and/or local funds to support the service long-term.

EXPRESS CHECKOUTS

Expansion of Express Checkout at GRRL would increase patron access to public service staff for enhanced customer service experiences and outreach to the community. Analysis of future Express Checkout sites is included in the Express Checkout Expansion section.

POLICY RECOMMENDATIONS

Local book return – Recommend a policy change to allow future addition of this service. Consider adding a book return to an existing delivery route in a community without a library to better understand the benefits and impact of expanding this service.

Mail-a-Book – Recommend a policy change to allow future addition of this service. This service might be feasible for homebound residents in our service area if supported as a new service through funding sources outside of the general operating budget, such as fund development.

OPEN HOURS

RECOMMENDATIONS

Based on an updated analysis of library usage trends, the following changes are recommended. Each would require an increase in staffing, so will be incorporated as a future department budget request.

Library	Current weekly open hours	Recommended change	Recommended weekly open hours	Reason for recommendation	Funding Source
Kimball	20	Review based on activity levels in the new location when completed.	TBD	Kimball will be moving to a new facility within the next two years. Based on past experiences, we anticipate usage levels will increase.	An increase to staffing is required, so would be incorporated as a future department budget request.
Pierz	23	Increase 2 hours weekly.	25	Sustained increase in circulation/open hour, stable borrower numbers, 10-year increase in circulation.	An increase to staffing is required, so would be incorporated as a future department budget request.
St. Michael	44	Phase in an increase of 3 hours weekly over the next 3 years. Phase 1: Add two hours on Friday for scheduling consistency. Phase 2: If growth is sustained, add one additional hour on Saturday.	47	Sustained increase in circulation/open hour, stable borrower numbers, 10-year increase in circulation.	An increase to staffing is required, so would be incorporated as a future department budget request.

DATA ANALYSIS

GRRL offers 1,003 open hours each week between our 32 libraries for an average of 31.43 hours at each location. In 2016, GRRL offered 989 weekly open hours for an average of 30.91 at each location. Three libraries offer extended hours (more than 48 weekly): St. Cloud, Elk River and Buffalo. Seven are at the minimum 20-hour weekly level: Belgrade, Eagle Bend, Grey Eagle, Kimball, Richmond, Royalton and Swanville.

Criteria
Recommendations for adjusting library open hour schedules to meet changes in patron need throughout the region are based on the following criteria:

- Borrower numbers
- Circulation per open hour
- Internet usage per open hour
- Staffing per open hour
- Location of library in the county seat
- Proximity to other libraries
- Building size
- Shared patron base with nearby libraries
- Presence of an Express Checkout

Base levels
All libraries located in a county seat are open at least 35 hours weekly. All libraries are open a minimum of 20 hours and four days weekly. All open hours occur between 9 a.m. - 9 p.m. Monday-Friday and 9 a.m. – 5 p.m. Saturday. Current open hour schedules fall into the following groupings:

Tier	Open Hours	Borrowers	Average Circulation/ Open Hour*
1	20-23	400-1,300	< 40
2	24-40	1,300-4,000	30-90
3	41-49	4,000-20,000	50-200
4	50 or more	20,000 or more	> 200

* Average Circulation/Open Hour ranges are based on actual 2016 open hours assigned to branches.

Criteria for increasing open hours

- Ability to make changes within existing base budget
- Sustained increases in circulation and borrower activity over 10-year period
- Adequate facility size to support increased usage
- Average circulation/open hour compared with libraries of similar size or service population
     OR
- Local funds available to increase hours with at least a 5-year commitment

Additional Notes

Increasing open hours at locations above base levels or adding options like Sunday hours could be considered if locally funded. GRRL would need to create a new process and the city would need to agree to provide ongoing funding for at least a five-year period. Expanded open hour services using this option would be dependent on continuation of local funding.

OPEN HOURS ADJUSTMENTS SINCE 2016

Adjustments to open hours since 2016 have followed the recommendations of the Library Assessment Plan:

Library	2016 Weekly Open Hours	Change	Year changed	Current weekly open hours	Reason for change
St. Michael	43	Increase 1	2016	44	Standardize schedule
Big Lake	26	Increase 3	2017	29	Circulation/open hour alignment
Delano	40	Increase 1	2017	41	Standardize schedule
Elk River	48	Increase 3	2018	51	Contracted with the City of Elk River
Clearwater	20	Increase 3	2018	23	Circulation/open hour alignment
Upsala	20	Increase 3	2019	23	Circulation/open hour alignment

CRITERIA FOR DECREASING OPEN HOURS

- Sustained decrease in circulation and borrower activity over 10-year period
- Budgetary needs
- Inadequate facility space or condition

REDUCTION IN USAGE

Swanville's borrower numbers have been stable, but circulation and Internet use continues to show decreases. Budget constraints and current policy regarding RLTA funding has limited adjustments in open hours to no less than 20 hours weekly. It is not cost effective to operate the library without state funding to support the broadband connection. If rules regarding receipt of this funding change, a decrease in hours would be considered.

Howard Lake and Melrose are both showing sustained declines in borrowers, circulation and Internet use. If these trends continue, moving these libraries into Tier 1 level services and open hours should be considered.

The statistics for Howard Lake in 2019 will be skewed due to the extended facility closure, so this needs to be taken into account in future evaluations also.

FACILITY SIZE

Some facilities are currently undersized and would be unable to accommodate an increase in open hours. Waite Park and Cold Spring performance indicators demonstrate a need for additional open hours in these communities. The City of Cold Spring has been considering facility improvements. Should these improvements take place, it is recommended that the open hours be increased in this location.

The Waite Park facility is also undersized for the amount of activity that takes place in this library.

PATRON FEEDBACK

The 2018 SCSU User/Non-user survey asked specific questions of non-users about open hours. Non-users were defined as people who did not use any library service in the past year. Participants who did not know if they used a library service in the past year were counted as non-users. The sample included 6,793 users (172 completed the telephone survey) and 985 non-users (254 completed the telephone survey).

A small percentage (2% or less) of non-users reported that parking, inconvenient hours or locations, transportation, or safety concerns prevented them from using GRRL services. Only small percentages of non-users (less than 5%) identified changes to hours, services, or locations as factors that would encourage them to use the library.

We received two comments from users specifically about library hours – one asked for additional hours in St. Michael and one said Sunday hours would be a positive addition.

Feedback at various community meetings included some comments about open hours. Several said we need to maintain hours and look to expand them in some locations. There were also several comments about the need for more consistent open hour schedules.

EXPRESS CHECKOUT EXPANSION

Express Checkouts have been used at GRRL and other library systems across the country to enhance patron service. The goal for expansion of Express Checkout at GRRL is to increase patron access to public service staff for enhanced customer service experiences and outreach to the community.

Libraries without Express Checkout stations include: Belgrade, Cold Spring, Grey Eagle, Howard Lake, Kimball, Paynesville, Pierz, Richmond, Swanville and Upsala. Foley will be receiving a station in 2019.

We will be adding a second station in St. Michael in 2019 as a pilot project. St. Michael is the only library outside of St. Cloud circulating over 100,000 items as first-time checkouts and exceeding Express Checkout utilization targets for both first-time checkouts and checkout sessions. We will monitor the impact of having a second station to establish criteria for the future.

CRITERIA FOR FUTURE STATIONS

- Building readiness
- Self pick up of holds
- Circulation over 100,000
- Low staffing levels – enhance desk coverage
- Staffing levels with potential for open hours increase
- Percent of circulation attributed to hold activity

POTENTIAL NEXT LOCATIONS FOR EXPRESS CHECKOUT PLACEMENT

- Kimball
- Belgrade
- Grey Eagle
- Pierz
- Upsala

Analysis of Express Checkout feasibility for each location is included in the Facility Assessments.

ALBANY

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1960	**Private office for LSC**	No
Year built or last updated	2012	**Staff break room**	Shared
Collection size	16,944	**Study Room/s**	No
2018 circulation	66,586	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	3,500	**Program space shared or library-only**	Shared
2018 open hours	37	**Sufficient for collection & technology**	Yes
Public Internet stations	4	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

The library is located within the city offices facility. The library is a well-lit, spacious, window-filled space with great visual sight lines from the checkout desk. There is a small magazine reading area and a small children's seating/table area. The center of the library has available display table space. The only true programming space is the city council chambers. The building has an outdoor book drop. The staff area behind the checkout desk was recently enlarged when the desk was moved forward and expanded. This creates space for two staff stations with plenty of room between them. The back staff area is a long and very narrow space with a single staff station. It would be ideal to have more space there with two stations because there are two aides and several volunteers who could utilize both stations at almost any time. The library was re-carpeted and repainted in 2012. Open hours were reduced from 41 to 37 in this library in 2009 due to budgetary reasons. Circulation in this location decreased by approximately 25 percent after this reduction.

ANNANDALE

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1900	**Private office for LSC**	No
Year built or last updated	2003	**Staff break room**	No
Collection size	16,666	**Study Room/s**	No
2018 circulation	46,024	**Separate meeting or program space/s**	3
Total floor space (Sq. Ft.)	3,850	**Program space shared or library-only**	Shared
2018 open hours	25	**Sufficient for collection & technology**	Yes
Public Internet stations	5	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

The Annandale library facility is bright, light-filled and centrally located. Built in 2003, it is part of a joint-use facility with City Hall and senior dining services and has excellent shared programming spaces. The collection and computer spaces are generally able to meet the needs of the community. The circulation desk is spacious and well-organized, and there is a small, separate staff work area. The Annandale Improvement Club, Annandale Friends of the Library, and city-appointed board all work to make sure that any shelving and furniture needs are addressed. Issues with the roof required repairs in 2013, 2014 and 2018, but otherwise the building is in good condition.

BECKER

Location Statistics		Facility Highlights	
Year joined GRRL	1984	**Sufficient staff work area**	Yes
Year opened	1984	**Private office for LSC**	No
Year built or last updated	2010	**Staff break room**	Shared
Collection size	15,324	**Study Room/s**	No
2018 circulation	60,449	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	3,500	**Program space shared or library-only**	Shared
2018 open hours	30	**Sufficient for collection & technology**	Minimally
Public Internet stations	4	**Significant building operational issues**	Signage
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2016	**City owned or leased**	Owned

The Becker library is part of the Becker Community Center. The facility was built in 1994. Overall the facility is in good repair; the carpeting was replaced in 2017. Space for collection, seating, and Internet computers is tight, and there is no further space for wiring additional public access computers. There is also limited space for programming in the library proper – most programming occurs in the shared community space. Therefore, the library often has to schedule its programming around various other groups' schedules.

The Circulation desk is newly renovated, spacious and efficient; however, there is no separate staff or Friends work space. This has been remedied with use of temporary walls to portion off some work area, but this reduces the amount of space available for the collection. One issue which occasionally arises is that there is no separate entrance for the library, and the library can only be open when the Community Center is. Because of this, Great River staff has had to close early on occasion to conform to the Community Center's holiday schedules. The library lacks clear and effective signage.

BELGRADE

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1927	**Private office for LSC**	No
Year built or last updated	2005	**Staff break room**	No
Collection size	5,960	**Study Room/s**	No
2018 circulation	15,610	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	1,789	**Program space shared or library-only**	NA
2018 open hours	20	**Sufficient for collection & technology**	Yes
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	Yes
Express check station/s installed	NA	**City owned or leased**	Leased

The Belgrade Library is a remodeled storefront with an open arrangement and good artificial lighting. There is a small work area for staff, with one staff computer used for check-in set slightly behind a partial wall. There is no backroom office space for staff. The carpeting is in good condition. The shelving is uniform in appearance and is generally lined up against the outer walls. There is no programming space except for a large table in the middle of the room that is used for book club and other small group meetings. The space is minimally adequate to meet current demand.

MCIT has recommended installation of a smoke detector. The City Manager consulted with the Fire Marshall, and it was determined that this was not mandatory in the building.

Express Check Feasibility: As a 20-hour library with mostly single-staffing, the Belgrade library would be a great location for an Express Check. However, the city would need to provide additional wiring and a new cabinet/desk for the Express Check placement as there is insufficient space on the desk.

Holds are now self-pickup and have been shifted to shelving in the public area.

BIG LAKE

Location Statistics		Facility Highlights	
Year joined GRRL	1984	**Sufficient staff work area**	Yes
Year opened	1984	**Private office for LSC**	Yes
Year built or last updated	2009	**Staff break room**	Yes
Collection size	20,780	**Study Room/s**	1
2018 circulation	69,930	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	2,750	**Program space shared or library-only**	Shared
2018 open hours	29	**Sufficient for collection & technology**	Yes
Public Internet stations	6	**Significant building operational issues**	Yes
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2016	**City owned or leased**	Owned

In early 2008 the Big Lake Library moved to its current location in a multi-use commercial building. It is a good-sized space with a fair amount of room for the current collection, ample space for public access computers and staff work areas, and a separate, generously-sized programming area. There is a persistent issue with a pipe under the parking lot that freezes and causes water problems for the library. This issue has led to at least a few emergency closures each winter. The library is located across the street from an elementary school and next door to an apartment complex, making it a busy and easy destination for children.

In 2011 GRRL provided the City of Big Lake with a space needs analysis for a new library facility that would serve the community's needs through 2030. The study was accepted by Hay Dobbs Architects and incorporated into a larger study of municipal facility needs for the City. The study provided by GRRL estimated that the community of Big Lake required a facility of approximately 11,000 square feet. In 2013, the City of Big Lake purchased the building where the library is currently housed. As of 2015, the library and the police department occupy the entire building.

Open hours were increased from 25 to 26 in 2012 based on increasing activity in the new facility. This additional hour also allowed the library to be open on a six-day rather than five-day weekly schedule. Population growth and sustained increases in usage indicated a need for additional hours. Three additional open hours were added in 2017.

BUFFALO

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1907	**Private office for LSC**	Yes
Year built or last updated	2013	**Staff break room**	Yes
Collection size	39,477	**Study Room/s**	4
2018 circulation	184,428	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	10,000	**Program space shared or library-only**	NA
2018 open hours	48	**Sufficient for collection & technology**	Yes
Public Internet stations	8	**Significant building operational issues**	No
Public catalog stations	4	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2013	**City owned or leased**	Owned

The Buffalo library is a stand-alone facility, situated on Buffalo Lake in downtown Buffalo. The building was built in 1973 and renovated in 1995 and 2010. In the latest renovation, two meeting rooms were repurposed to increase collection and reading space, and the entire building received an interior design and functionality update that included efficient lighting and HVAC improvements. However, the renovation resulted in a reduction in programming and meeting room spaces. The library has four study rooms available.

In spite of the increased amount of space available for the collection, the area is fairly crowded and will only become more so as usage increases. Lack of a dedicated meeting room and programming space is an issue of concern for a facility that serves a population as large as Buffalo. In addition, even though the library is bounded on two sides by parking lots, the number of spaces available for Buffalo library patrons and staff is extremely limited as the lots are also used by the Wright County office staff, local merchants and others. This too we expect to become more of a problem as library usage increases.
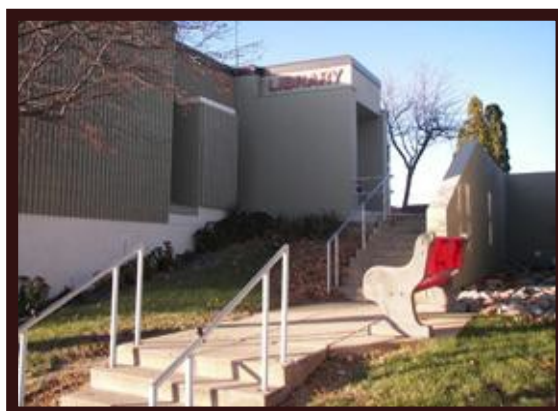
CLEARWATER

Location Statistics		Facility Highlights	
Year joined GRRL	2001	**Sufficient staff work area**	Yes
Year opened	2001	**Private office for LSC**	No
Year built or last updated	2012	**Staff break room**	No
Collection size	13,003	**Study Room/s**	No
2018 circulation	34,202	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	3,750	**Program space shared or library-only**	NA
2018 open hours	23	**Sufficient for collection & technology**	Yes
Public Internet stations	4	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2016	**City owned or leased**	Leased

The Stickney Crossing Library relocated to a much larger space in 2012 in a low-traffic area with excellent parking. The library is spacious and will allow for additional shelving if needed. The space also includes an area for public meetings and programming. The facility is leased by the city.

Clearwater was identified as needing additional open hours in the 2016 plan approved by the board. Three hours were added in January 2018.

COKATO

Location Statistics		Facility Highlights	
Year joined GRRL	1976	**Sufficient staff work area**	Yes
Year opened	1927	**Private office for LSC**	No
Year built or last updated	2014	**Staff break room**	Shared
Collection size	11,643	**Study Room/s**	No
2018 circulation	53,137	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	1927	**Program space shared or library-only**	Shared
2018 open hours	28	**Sufficient for collection & technology**	Yes
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2017	**City owned or leased**	Owned

The Cokato library is in a joint use facility, sharing space with a museum and a large meeting room. In 2012 the library was updated with cosmetic changes as a collaboration between the City and Friends of the Cokato Area Library (FOCAL). This work did not change the overall space allocated to the library. In 2017 and 2018 the City updated the entry in order to meet accessibility requirements. The staff enjoys a large separate work/storage area, however, it is not efficiently or ergonomically designed, and there is no separate office for the LSC.

COLD SPRING

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1969	**Private office for LSC**	No
Year built or last updated	1984	**Staff break room**	Shared
Collection size	12,976	**Study Room/s**	No
2018 circulation	74,864	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	1,768	**Program space shared or library-only**	Shared
2018 open hours	34	**Sufficient for collection & technology**	No
Public Internet stations	2	**Significant building operational issues**	Yes
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	Not feasible	**City owned or leased**	Owned

The Cold Spring Library is significantly under-sized for its borrower numbers, program utilization, computer access, and circulation. The city and Friends have been looking for alternatives since at least 2005. In 2016, the city charged the planning commission with investigating alternatives for the library. GRRL has provided three (3) space needs studies – 2008, 2010 and 2016 – to assist the city with planning a new facility. In 2018 the City of Cold Spring articulated a plan to renovate the existing site and expand the library. For this to be done, the City must first build a new fire hall in order to make space for a renovation. In the summer of 2019, the City worked to secure land for the fire hall. While this plan may address the space needs for the library, sufficient parking will likely remain an issue during larger programs and other busy times.

No changes in open hours are recommended at this time, although if and when Cold Spring receives a new/expanded library, there may be a need for additional open hours and/or additional morning hours.

Express Check Feasibility: An Express Check would not be feasible in the current Cold Spring facility due to the space constraints.

DELANO

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1939	**Private office for LSC**	No
Year built or last updated	2010	**Staff break room**	Yes
Collection size	25,099	**Study Room/s**	1
2018 circulation	114,884	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	5,970	**Program space shared or library-only**	Library
2018 open hours	41	**Sufficient for collection & technology**	Minimally
Public Internet stations	7	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2013	**City owned or leased**	Owned

The Delano Library relocated to a remodeled bank building in 2004. Initially, some of the space was retained by the city for storage. A further renovation in 2010 converted this space into small but efficient staff work areas and provided a drive-up book drop. One of the distinctive features of the space is the converted vault, now the teen area, which provides Delano with possibly the most secure tornado shelter in the region. While the facility does meet current needs and is overall relatively spacious, it is becoming cramped for adult print and media and there is little to no room for growth in other areas of the collection without losing important activity space. Parking is sometimes insufficient during programs and at the height of summer business.

Delano received one additional open hour in 2017 due to consistent increases in circulation over time.

EAGLE BEND

Location Statistics		Facility Highlights	
Year joined GRRL	1982	**Sufficient staff work area**	Minimally
Year opened	1982	**Private office for LSC**	No
Year built or last updated	2013	**Staff break room**	Shared
Collection size	11,114	**Study Room/s**	No
2018 circulation	26,524	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	2,800	**Program space shared or library-only**	Shared
2018 open hours	20	**Sufficient for collection & technology**	No
Public Internet stations	4	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

The Eagle Bend Library shares space with the local history museum. The library space is narrow and crowded and appears dark, even though there is plenty of artificial light. The shelves are tall to utilize the limited floor space, giving the library its shaded and dark appearance. There is a small office at the back shared with museum staff, which is more suited for use as a coffee/break room as it has no staff computer. The area behind the desk contains two staff computers in a very small space where all check-in and checkout is done. There is a table in the computer area for small group programming. Although not ideal, the city does own a community meeting room across the street that the library can use for programming. Moving the museum out and expanding into their space would provide much needed space for materials and programming. In 2013, the doors and windows were replaced and an indoor book drop was added.

Due to budgetary reasons, open hours were reduced in this location from 25 to 20 in 2009.

In 2017 the City of Eagle Bend purchased the vacant lot next to the library. The intent is to expand the building onto that lot and then move the museum into the expansion. As of 2019, fundraising efforts to do so are underway.

ELK RIVER

Location Statistics		Facility Highlights	
Year joined GRRL	1972	**Sufficient staff work area**	Yes
Year opened	1921	**Private office for LSC**	2
Year built or last updated	2007	**Staff break room**	Yes
Collection size	47,703	**Study Room/s**	3
2018 circulation	263,223	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	16,500	**Program space shared or library-only**	Library
2018 open hours	51	**Sufficient for collection & technology**	Yes
Public Internet stations	12	**Significant building operational issues**	No
Public catalog stations	5	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2008	**City owned or leased**	Owned

The Elk River Library was built in 2007 and is recognized as the first library in Minnesota to receive Leadership in Energy and Environmental Design (LEED) certification. The facility boasts excellent natural lighting in almost every part of the building, and has well-differentiated spaces for adult, children and teen collections. There are also three study rooms and a large programming / meeting room. Staff areas are large and efficiently designed as well. The original plans include drawings for expansion if and when that is needed. The facility also has a well-sized parking lot that is usually sufficient, although parking can be problematic during large programs or at the height of summer business.

In 2015 the city and the Elk River Library Board developed a long-term Capital Investment Plan to ensure timely repairs and/or replacement of equipment. In addition, the library suffers from unfortunately poor sound design: staff have expressed concerns about the difficulty maintaining patron confidentiality at the desk, and patrons have sometimes complained about sound from the children's area carrying too loudly into the 'quiet' areas of the library.

In 2017 the City of Elk River and GRRL entered into a 5-year agreement, beginning January 1, 2018, for the City to pay for 3 additional open hours. This resulted in consistent open hours Monday through Saturday. The change has been very well received by patrons.
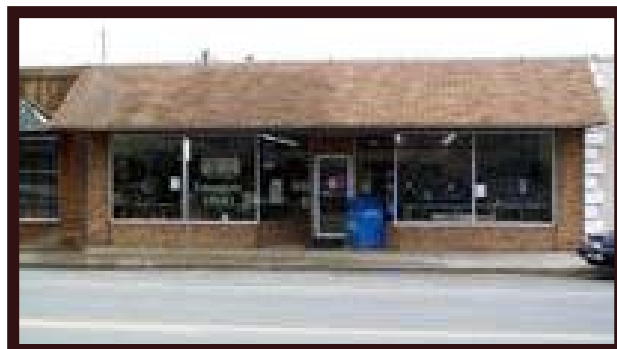
FOLEY

Location Statistics		Facility Highlights	
Year joined GRRL	1974	**Sufficient staff work area**	Yes
Year opened	1941	**Private office for LSC**	No
Year built or last updated	1992	**Staff break room**	Shared
Collection size	16,156	**Study Room/s**	No
2018 circulation	50,724	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	5,000	**Program space shared or library-only**	Shared
2018 open hours	35	**Sufficient for collection & technology**	Yes
Public Internet stations	4	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2019	**City owned or leased**	Owned

The Foley Library is located in a multi-use facility that includes the city Hall and Police Station. The space is adequate for the collection, computers and public seating, although there is not sufficient room for a dedicated Young Adult area, and the children's area is cramped. There is no separate parking lot for the library; however, on-street parking is generally sufficient for patron needs except during large programs.

The City has informed us of its intent to replace carpets in the library in 2020.

Express Check Feasibility: An Express Checkout is being installed in Foley. The Foley library will be a good location for an Express Check because of the amount of single-staffing and workable traffic flow.

GREY EAGLE

Location Statistics		Facility Highlights	
Year joined GRRL	1993	**Sufficient staff work area**	Yes
Year opened	1945	**Private office for LSC**	No
Year built or last updated	1993	**Staff break room**	No
Collection size	9,553	**Study Room/s**	No
2018 circulation	14,856	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	2,500	**Program space shared or library-only**	Library
2018 open hours	20	**Sufficient for collection & technology**	Yes
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	NA	**City owned or leased**	Owned

This facility is housed in a converted store front with large windows. Additional lighting was added around 2014. The desk is in a location that provides great sight lines for the entire library. There is no staff work space other than what is provided at the check-out desk. There are two staff computers; the back station is used for check-in. The shelving units are a mix and match selection of varying colors. There is a small programming room in the back of the building with a sink and cupboards, and a good size magazine reading/seating area at the front. The library is of an adequate size for current demand. The bathroom flooring, kitchen sink and countertop were replaced in 2017. The bathroom vanity was replaced in 2018. The A/C unit was replaced in June 2019. In September of 2016 we shifted hours slightly in response to usage patterns.

Express Check Feasibility: An Express Check could help the library staff because they are only open 20 hours, but successful installation would require additional wiring and conduit as well as an off-desk location. Staff would also need to transition to self-pickup of holds.

HOWARD LAKE

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1905	**Private office for LSC**	No
Year built or last updated	1979	**Staff break room**	No
Collection size	11,305	**Study Room/s**	No
2018 circulation	39,073	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	1,200	**Program space shared or library-only**	Shared
2018 open hours	28	**Sufficient for collection & technology**	No
Public Internet stations	3	**Significant building operational issues**	Yes
Public catalog stations	1	**Significant MCIT or accessibility issues**	Yes
Express check station/s installed	Not feasible	**City owned or leased**	Owned

Howard Lake Library is located on the lower level of a community building built in 1982. The second level of the building houses the city's community center, which is also available to the library for programming space. The building is not adequately handicap accessible. While there is handicap parking and an accessible entrance at both the library and community room levels, only a stairwell provides interior access between the two spaces. In addition, MCIT has recommended installation of a smoke detector. The City Manager consulted with the Fire Marshall, and it was determined that this was not mandatory in the building.

In 2011, 2015, and 2017 the library experienced water intrusion. The city completed major exterior structural work in 2012 to address drainage needs. In 2018 the library was closed for several weeks while the City conducted air quality tests following concerns by library patrons and staff. The City approved bids in August 2019 for additional structural work to protect against future water intrusion.

The space is attractive but undersized. In late 2017 GRRL presented a space needs analysis to City staff, outlining concerns: the space is undersized for the current collection, technology, seating and staff work areas. The City has expressed a desire to move the library to a larger, more accessible location. However, no firm plans have yet been made. In 2013, open hours were reduced from 31 to 28 weekly open hours based on declining circulation per open hour.

Express Check Feasibility: Not feasible given current space constraints.

KIMBALL

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1960	**Private office for LSC**	No
Year built or last updated	2019 (planned)	**Staff break room**	No
Collection size	8,412	**Study Room/s**	No
2018 circulation	20,719	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	792	**Program space shared or library-only**	Shared
2018 open hours	20	**Sufficient for collection & technology**	No
Public Internet stations	1	**Significant building operational issues**	Yes
Public catalog stations	1	**Significant MCIT or accessibility issues**	Yes
Express check station/s installed	0	**City owned or leased**	Owned

The current The Kimball library is a joint-use facility in a historical building, sharing space with the city hall and local historical society offices. While the building is lovely from the outside, it has significant and persistent problems as a library space due to both insufficient size and facility problems. After significant effort the City and local Friends groups, the City raised over $400,000 and was awarded a matching state grant to build a new library. The City will request bids in early 2020 with a goal of starting construction before summer. The new Kimball library will resolve all the accessibility, space and efficiency issues of the current, historic building.

Open hours were reduced from 25 to 20 in this library in 2009 due to budgetary and usage reasons.

Express Check Feasibility: While installing an Express Check would be unfeasible in the current Kimball facility, plans for the new Kimball library include an off-desk location specifically for an express check.

LITTLE FALLS

Location Statistics		Facility Highlights	
Year joined GRRL	1986	**Sufficient staff work area**	Yes
Year opened	1904	**Private office for LSC**	Yes
Year built or last updated	2013	**Staff break room**	Yes
Collection size	28,178	**Study Room/s**	1
2018 circulation	114,545	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	14,000	**Program space shared or library-only**	Library
2018 open hours	43	**Sufficient for collection & technology**	Yes
Public Internet stations	5	**Significant building operational issues**	No
Public catalog stations	3	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

This is a beautiful original Carnegie Library that was remodeled in 1998 to meet accessibility needs, adding an elevator and a ground floor entrance. It is four floors, making security an issue. Therefore, a security video system is in place. The building has good lighting, gorgeous woodwork and plenty of space. However, there is a shortage of shelving that has been addressed in various, creative ways over the years. There is a small staff break room and a large staff work area close to the Circulation desk. This area has two staff stations where the check-in takes place. There is an additional office space on the 3rd floor for the manager. The circulation area, with two work stations, is small and crowded because of the self-pickup of holds that requires staff to access materials around one another, carts and delivery bags. The desk is necessarily always staffed by two people. There are two meeting rooms, one quite large that can accommodate most events and one smaller room for groups of 1-6.

Open hours were reduced from 47 to 43 in 2012 to better align with the number of hours assigned to communities of similar size and due to budgetary factors.

LONG PRAIRIE

Location Statistics		Facility Highlights	
Year joined GRRL	1974	**Sufficient staff work area**	Yes
Year opened	1974	**Private office for LSC**	No
Year built or last updated	2002	**Staff break room**	Shared
Collection size	13,739	**Study Room/s**	No
2018 circulation	57,093	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	2,570	**Program space shared or library-only**	NA
2018 open hours	35	**Sufficient for collection & technology**	Yes
Public Internet stations	5	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

This facility is adequately sized for the current demand. It was expanded in the early 2000s. There is light and space and three staff stations behind a large checkout desk. There is a small reading area at the back of the library and two small programming tables in the children's area. The book drop is indoors, but accessed through a door on the outside of the library. This works well enough. A large mural depicting life in Long Prairie and its history decorates one wall. There is no programming space other than small table areas.

MELROSE

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1969	**Private office for LSC**	No
Year built or last updated	2008	**Staff break room**	Yes
Collection size	13,627	**Study Room/s**	No
2018 circulation	75,761	**Separate meeting or program space/s**	2
Total floor space (Sq. Ft.)	2,850	**Program space shared or library-only**	Shared
2018 open hours	25	**Sufficient for collection & technology**	Yes
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2017	**City owned or leased**	Owned

This library is located in the same building as the city offices and the senior center. The library has its own space. It is open and very light. There is a good sized workroom for check-in of material. There is an indoor book drop and a beautiful, whimsical mural in the children's area. The shelves are full and there is not much room for expansion. The library staff has access to two community rooms for programming. There is a new circulation desk as of January 2016. The library has one small computer room where all computers were moved into in 2019. Also in 2019, the city moved collection shelving to allow for more floor space in front the desk, for more programming space within the library.

Open hours were reduced in Melrose in 2009 from 28 to 25 due to budgetary reasons. In January of 2018, 1 hour was shifted from Friday to Saturday. The library now closes at 5 on Tuesday, Thursday and Friday for more consistency, and the library is now open 3 hours on Saturday like the majority of our branches.

MONTICELLO

Location Statistics		Facility Highlights	
Year joined GRRL	1973	**Sufficient staff work area**	Yes
Year opened	1973	**Private office for LSC**	Yes
Year built or last updated	2005	**Staff break room**	Yes
Collection size	37,130	**Study Room/s**	No
2018 circulation	182,691	**Separate meeting or program space/s**	2
Total floor space (Sq. Ft.)	9,700	**Program space shared or library-only**	Library
2018 open hours	43	**Sufficient for collection & technology**	Minimally
Public Internet stations	7	**Significant building operational issues**	No
Public catalog stations	3	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2013	**City owned or leased**	Owned

The Monticello Library was moved into its current location, a renovated bank building, in 2005. It is a very busy library, serving residents of both Wright and Sherburne Counties. Parking is generally sufficient except during large programs or at the height of summer business. The library was given additional open hours in 2012.

The facility is generally in good repair; however, there have been water leaks on the south side windows and temperature control is an issue in some areas. There are clear distinctions between the children's, teen and adult areas, and comfortable reading areas for patrons. However, collection space is becoming cramped in some areas. The facility provides for a sizeable work and storage room for the Friends. There is a mid-sized, well-used programming space, and in 2019 staff worked with the City to convert a storage room to a well-used meeting and study space.

PAYNESVILLE

Location Statistics		Facility Highlights	
Year joined GRRL	1992	**Sufficient staff work area**	No
Year opened	1908	**Private office for LSC**	Yes
Year built or last updated	2012	**Staff break room**	No
Collection size	12,006	**Study Room/s**	1
2018 circulation	48,115	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	2,896	**Program space shared or library-only**	NA
2018 open hours	31	**Sufficient for collection & technology**	No
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	Not feasible	**City owned or leased**	Owned

The library is located in a remodeled storefront on the main city street. It is a busy library and is no longer meeting demand. The circulation desk is small, making it difficult for two people to be working there at one time. The staff work area is a small and crowded room that is inadequate for check-in and collection management tasks, requiring staff to perform these tasks at the front desk. Visibility from the desk is poor; mirrors are used to see the back of the library. There is a central area with tables for small programming events. There is no lot for library parking, only parallel-street parking, so that it is insufficient during busiest times and events.

Express Check Feasibility: Installing an Express Check would be difficult in the current Paynesville facility. The circulation desk area is too small. An off-desk site would likely create significant traffic flow problems and congestion around the desk area as well as reducing the already limited space available for programming and patron seating

PIERZ

Location Statistics		Facility Highlights	
Year joined GRRL	1971	**Sufficient staff work area**	No
Year opened	1938	**Private office for LSC**	No
Year built or last updated	2008	**Staff break room**	No
Collection size	11,299	**Study Room/s**	No
2018 circulation	35,082	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	3,570	**Program space shared or library-only**	NA
2018 open hours	23	**Sufficient for collection & technology**	Yes
Public Internet stations	6	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	NA	**City owned or leased**	Leased

Pierz moved into a new facility in December 2008. The move to this large space with good lighting and easy access was welcome. The large circulation desk has two staff stations but there is no back workroom for staff. There is a very comfortable reading room and a small area at the back with large tables for programming. There is a teen reading area and a similar space in the adult area. It is a leased space.

Due to budgetary reasons, open hours were reduced in 2011 from 25 to 23 weekly open hours. However, activity has continued to increase significantly in the new location and reinstatement of these hours should be considered.

Express Check Feasibility: Pierz has been increasing in circulation and has limited staffing so an Express Check may be helpful. The City has indicated they would be open to installing the necessary wiring. GRRL staff are working to create space for self-pickup of holds.

Open Hours Recommendations: Activity levels warrant an increase of two open hours if possible within budget. The library does have a Senior Library Aide position which could help with an expansion in open hours.

RICHMOND

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1962	**Private office for LSC**	No
Year built or last updated	2007	**Staff break room**	No
Collection size	7,798	**Study Room/s**	No
2018 circulation	18,442	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	1,440	**Program space shared or library-only**	NA
2018 open hours	20	**Sufficient for collection & technology**	No
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	Not feasible	**City owned or leased**	Owned

The building that houses the Richmond Library was built in 1998 mostly through donations and grants. While it is in generally good repair it is very small, and the lack of separate or sufficient space for storage and programming poses a sometimes-significant challenge for patrons and staff. There is also insufficient lighting for some of the space. The Friends provided funds for a very attractive circulation desk area, which is needed since there is no separate staff work area.

Parking is on the street but is generally sufficient, except during programs. Because the library is on the border between downtown and residential areas, many patrons are able to ride their bikes or walk to the library.

Express Check Feasibility: Not feasible due to space constraints.

ROCKFORD

Location Statistics		Facility Highlights	
Year joined GRRL	1989	**Sufficient staff work area**	Yes
Year opened	1947	**Private office for LSC**	No
Year built or last updated	2000	**Staff break room**	Yes
Collection size	19,183	**Study Room/s**	Yes
2018 circulation	61,004	**Separate meeting or program space/s**	Yes
Total floor space (Sq. Ft.)	3,900	**Program space shared or library-only**	NA
2018 open hours	31	**Sufficient for collection & technology**	Yes
Public Internet stations	4	**Significant building operational issues**	Yes
Public catalog stations	1	**Significant MCIT or accessibility issues**	Yes
Express check station/s installed	2019	**City owned or leased**	Owned

The Rockford Library is a former fire station, remodeled in 2000. While there is adequate room for collection and technology, there is little room for future growth. The lack of a separate programming space can cause significant congestion and noise issues during storytimes or other programs. A back workroom enables the bulk of check-in and collection management tasks to be handled away from the main desk.

In 2014 and 2015, staff alerted GRRL and the city to issues with mold in the building that were causing health concerns for both staff and patrons. The city moved quickly to address these issues; however, this issue should be carefully monitored in the future. An MCIT safety audit in 2016 raised concerns about the fire exit access, noting that it "does not lead outside but rather to a dark room with another exit door." The exit has steps as well, so is not handicap accessible. The City was alerted to these concerns but indicated it is unable to resolve them without redesigning the building.

As a result of significant spring rainfall in 2011 and 2014, concerns were raised about possible flooding of the library because it is built on a flat area near the Crow River. However, in spite of the river cresting at the 'major flood' level in 2014, it did not top the levee. The City of Rockford reinforced and improved the levee in 2009 and is vigilant in its maintenance, however this will likely remain an area of concern for the library in its current location.

ROYALTON

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1908	**Private office for LSC**	No
Year built or last updated	2016	**Staff break room**	Shared
Collection size	8,893	**Study Room/s**	No
2018 circulation	17,277	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	2,000	**Program space shared or library-only**	Shared
2018 open hours	20	**Sufficient for collection & technology**	Yes
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

This library was moved in 2007. It shares space with the city offices, the museum and the police department. The library has its own space within this facility. It is well lit and roomy enough for current demand. The circulation desk location allows limited sight lines to certain parts of the library. There is no back staff workroom and virtually no storage space. Two staff computers are at the circulation desk. A small reading area doubles as a small programming area. The library has easy access to the city council chambers for events. Carpet was replaced in November of 2016 and at that time it was decided to keep the Circulation desk in place because of wiring difficulties in other locations in the library.

ST. CLOUD

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1902	**Private office for LSC**	Yes
Year built or last updated	2008	**Staff break room**	Yes
Collection size	270,365	**Study Room/s**	16
2018 circulation	750,765	**Separate meeting or program space/s**	4
Total floor space (Sq. Ft.)	118,000	**Program space shared or library-only**	Shared
2018 open hours	59	**Sufficient for collection & technology**	Yes
Public Internet stations	61	**Significant building operational issues**	No
Public catalog stations	14	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2008	**City owned or leased**	Owned

The St. Cloud Public Library, built in 2008, has become a cornerstone of the St. Cloud community. The facility affords plentiful parking as well as spaces for community meetings and library programs.

The library is meeting current demand, but may need to be re-evaluated in the future. Most notably the building should be rewired so the generator can power the building in the event of a major outage to sustain continuity of operations for the entire regional system. The audio-visual equipment in the community meeting rooms as well as the programming room was replaced in 2016. Other small improvements are also needed. Custodial staffing levels could be increased to keep pace with the size and use of the building.

There has been consistent community desire for additional Sunday hours.

ST. MICHAEL

Location Statistics		Facility Highlights	
Year joined GRRL	1989	**Sufficient staff work area**	Yes
Year opened	1989	**Private office for LSC**	Yes
Year built or last updated	2010	**Staff break room**	Yes
Collection size	39,168	**Study Room/s**	2
2018 circulation	187,967	**Separate meeting or program space/s**	3
Total floor space (Sq. Ft.)	9,375	**Program space shared or library-only**	Shared
2018 open hours	44	**Sufficient for collection & technology**	Yes
Public Internet stations	6	**Significant building operational issues**	No
Public catalog stations	3	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2013 & 2019	**City owned or leased**	Owned

The large, light-filled joint-use facility was completed in late 2010, housing City Hall and council chambers, the Crow River Senior center and the library. The library space was a joint project, funded by the cities of St. Michael, Albertville and Hanover, donations to the volunteer-driven Building It Together committee, and a Minnesota Public Library Accessibility and Construction grant.

The community is growing quickly, and we expect that borrower numbers and circulation will continue to rise. We have concerns that there is not enough space for collection growth to keep pace with what we expect from this library. There is room for growth of public access computers, and the staff work areas are large, spacious and well planned. A drive-up book drop was moved in 2019 to a better location and safer for staff to empty.

The proximity of the library to the Senior Center has enabled dynamic collaboration with shared programs. While the programming spaces are shared with other entities within the facility, the flexibility provided by the different sizes and types of programming spaces is a huge asset.

Open Hours Recommendations: Additional open hours were given to St. Michael in 2013 due to a significant increase in circulation. In 2016 the city requested that there be more consistency in open hours. The hours increased from 43 to 44 in September of 2016 and the library is now open Monday through Thursday at 10 a.m. Based on increasing circulation and population, we recommend an additional 3 open hours over the next two to three years. A second Express Checkout station is being added to prepare for this anticipated increase in activity.

SAUK CENTRE

Location Statistics		Facility Highlights	
Year joined GRRL	1990	**Sufficient staff work area**	Yes
Year opened	1904	**Private office for LSC**	Yes
Year built or last updated	2012	**Staff break room**	No
Collection size	21,742	**Study Room/s**	2
2018 circulation	74,504	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	5,032	**Program space shared or library-only**	Shared
2018 open hours	32	**Sufficient for collection & technology**	Yes
Public Internet stations	3	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2018	**City owned or leased**	Owned

The library is in a remodeled Carnegie Library on the second floor. This level, accessible by stairs or an elevator, seems adequate for the current demand. The space behind the circulation desk holds two staff work stations. It feels cramped, especially when the aide is doing check-in. Holds are now self-pickup in the public area and that has helped to move holds away from behind the circulation desk. The staff work area, behind a short wall, is small and does not accommodate two employees. Wireless reception is poor because of the make-up and thickness of the walls. The library was re-carpeted in 2012. It needs painting.

The lower floor houses a local history museum. A shared programming space, while large, is unattractive. Water damage was detected in the programming space and the City did inspect for water entry and mold. No danger to the public was detected from the mold inspection. Work was completed to eliminate future water intrusion, and the walls were repaired and painted, and all work was completed by summer of 2017. The city researched outside book drop alternatives but no options were appealing so it has been decided to stay with the loud inside book drop. The name of the building was changed to Sinclair Lewis Library in May of 2018 and a bronze statue of Sinclair Lewis installed on the front lawn of the library in July of 2019.

STAPLES

Location Statistics		Facility Highlights	
Year joined GRRL	1997	**Sufficient staff work area**	Yes
Year opened	1909	**Private office for LSC**	No
Year built or last updated	2009	**Staff break room**	No
Collection size	20,044	**Study Room/s**	No
2018 circulation	66,724	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	4,733	**Program space shared or library-only**	Shared
2018 open hours	35	**Sufficient for collection & technology**	Minimally
Public Internet stations	8	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2015	**City owned or leased**	Owned

This is a new and beautiful facility; the library moved in 2010. It shares a building with the city offices. It is light and accommodates needs currently. This is a busy library and they may soon grow out of their space. The Circulation desk is large with ample space for two employees and a book drop. There is a workroom that, while once appearing large, is now filled with activity. The Friends of the Library have filled the library space with artwork and fanciful children's furniture and fixtures. Programming and meetings take place in the adjacent city council chambers.

SWANVILLE

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1957	**Private office for LSC**	No
Year built or last updated	2012	**Staff break room**	No
Collection size	5,507	**Study Room/s**	No
2018 circulation	6,574	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	879	**Program space shared or library-only**	Shared
2018 open hours	20	**Sufficient for collection & technology**	Yes
Public Internet stations	2	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	Not feasible	**City owned or leased**	Owned

Swanville expanded in 2012. It added about 400 square feet and received new shelving to accommodate additional materials. It is still small, but it does serve the current level of demand from the community. There is a small reading area, but no programming space. The library has access to a basement and to the Senior Center to meet this need, although neither location is very conducive to library programming.

This location is at the minimum-level of open hours to support Regional Library Telecommunications Aid funding, 20 hours weekly. Circulation in this library has declined consistently over the past five years. If this trend continues, options for reducing services at this location should be considered.

Express Check Feasibility: Low. Current space is not sufficient and the library's low circulation activity does not warrant one.

UPSALA

Location Statistics		Facility Highlights	
Year joined GRRL	1988	**Sufficient staff work area**	Yes
Year opened	1987	**Private office for LSC**	No
Year built or last updated	2010	**Staff break room**	Shared
Collection size	8,588	**Study Room/s**	No
2018 circulation	35,618	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	1,726	**Program space shared or library-only**	NA
2018 open hours	20	**Sufficient for collection & technology**	Yes
Public Internet stations	2	**Significant building operational issues**	No
Public catalog stations	1	**Significant MCIT or accessibility issues**	No
Express check station/s installed	NA	**City owned or leased**	Leased

The Upsala library moved in 2010 adding about 626 sq. ft. of space. The additional space has increased their materials collection, meeting the needs of the community. A small work area is used by staff and volunteers. The library uses a variety of facilities around the community for programming. The library is a leased space. Circulation per open hour indicated high usage and an increase in open hours. In April 2019 the library increased their open hours from 20 to 23 hours a week, by adding 3 open hours on Tuesday.

Express Check Feasibility: Upsala may be a good location for Express Check. The desk could be tight with the addition of an Express Check, and there is not currently a good location to set up self-pickup of holds. But in the future, with some changes, Upsala could benefit from an Express Check.

WAITE PARK

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	No
Year opened	1963	**Private office for LSC**	No
Year built or last updated	2003	**Staff break room**	No
Collection size	15,783	**Study Room/s**	No
2018 circulation	108,856	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	3,472	**Program space shared or library-only**	NA
2018 open hours	30	**Sufficient for collection & technology**	No
Public Internet stations	5	**Significant building operational issues**	No
Public catalog stations	2	**Significant MCIT or accessibility issues**	No
Express check station/s installed	2013	**City owned or leased**	Owned

The Waite Park library was remodeled and expanded in 2003. It has plentiful parking. The space is used to its fullest potential yet struggles to meet the demands of a growing community. The use of the Waite Park branch did not decline despite the opening of the new St. Cloud Public Library, and expansion or relocation is needed to keep up with circulation and use. Additional wiring would be needed to support any additional technology. Building improvements and expansion are needed to keep pace with patron demand. Additional room is needed for the collection, and dedicated spaces for programming, meeting, and studying are needed. Staff need a private staff work/break area.

This lack of space is very apparent when staff empty the bookdrop. The number of items in the bookdrop is too high to be checked in by staff due to the cramped work area. As such, Waite Park sends 3-5 bags of items directly to St. Cloud for check in each day.

A Reading Garden behind the library was completed in 2016. This area is available for outdoor library programming as well as general patron use. That same year, an interior book drop was installed.

More open hours are needed, but the current facility would not support increased activity.

ALTERNATIVE SERVICE MODEL RECOMMENDATIONS

MAIL-A-BOOK – CHANGED FOR 2019

RECOMMENDATION

This service might be feasible for homebound residents in our service area if supported as a new service through funding sources outside of the general operating budget, such as fund development. Other regional library systems offer this service on levels equivalent to library branch operations. We would need to limit the scope and size due to demand and available resources.

DESCRIPTION

Patron Benefit

- More convenient return of library materials for residents without a library in their community and who are homebound.

Criteria for establishing

- Population – GRRL will consider establishing Mail-A-Book in communities with a demonstrated need, patron interest and funding to support it.
- Internal capacity – Consideration would be given for existing staffing and space constraints.
- Drive Time – Consideration would be given to establishing such services if there were no GRRL libraries or other outreach services within a 15-minute drive time from the community.

Criteria for discontinuing services

- Funding – a new funding source, such as a grant, local community support or donations could be used to establish this service.
- Circulation – GRRL will periodically evaluate usage. Significant decreases in usage over time may result in the discontinuation of services.
- Staffing or budget limitations – GRRL reserves the right to discontinue such services if funding for staff, library materials, technology or delivery services is no longer available to provide for them.

Additional costs for this service model

- Collection would need to be expanded to support or a special collection built specifically for this service.
- Mailing costs and delivery time will directly impact the cost of service delivery.

Other considerations

- Would patrons be allowed to request materials? If so, loan periods may need to be adjusted and additional time allocated for processing materials.
- Large demands for this service may require additional investment in library vehicles and potential storage.

BIBLIOTECHA OPEN+ – ADDED FOR 2019

RECOMMENDATION

This is a service GRRL could pilot in one of our shared-use facilities if we have an interested city partner willing to help support it.

DESCRIPTION

Bibliotecha Open+ is a self-service system. It allows libraries to extend library access beyond staffed hours. It requires an Express Checkout and an additional subscription to enhance building security and monitoring. This service is in place in a few libraries in North America. Services offered range from holds pick up to full check out and Internet usage. Some libraries are expanding morning hours. Others are expanding to 24/7 access.

Pricing (estimated)	$2,500 initial set-up, $12,000 annual subscription

Patron Benefit

- Expanded access to library collection and services beyond staffed open hours.

Criteria for establishing

- GRRL will consider establishing Bibliotecha Open+ in an existing shared-use facility if an interested city partner is willing to help support it.
- Requires an Express Checkout station to be installed.
- Limited to buildings that are staffed and occupied beyond library open hours.

Criteria for discontinuing services

- Funding – A new funding source, such as a grant, local community support, or donations could be used to establish this service.
- Circulation – GRRL will periodically evaluate usage. Significant decreases in usage over time may result in the discontinuation of services.
- Staffing or budget limitations – GRRL reserves the right to discontinue such services if funding for staff, library materials, technology, or delivery services is no longer available to provide for them.
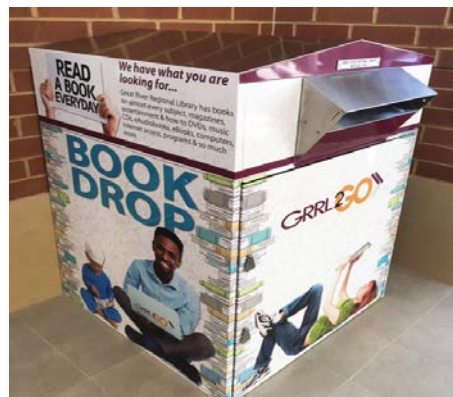
Additional costs for this service model

- Bibliotecha charges an annual subscription fee for the equipment and software to offer this service.

GRRL2GO –UPDATED 2019

RECOMMENDATION

Complete third year of the Sartell project to determine how to move forward with GRRL2Go.

DESCRIPTION

A three-year agreement between the City of Sartell and GRRL for a pilot GRRL2Go service at the Sartell Community Center was signed in 2017. Service started in October 2017. It became quickly apparent that one-day delivery was not adequate to meet patron demand. An amended agreement was signed in Spring 2018 adding a second delivery day.

The 2018 SCSU User/Non-user survey measured patron satisfaction for GRRL2Go in Sartell. The questionnaire for the study included a question about the recently-added Sartell 2Go Locker service. 138 people indicated they used GRRL2Go, 2 percent of total Of those, 16% were somewhat or very satisfied with it, but 18% were somewhat or very dissatisfied. At least one participant included an open-ended comment suggesting that GRRL add a Sartell location.

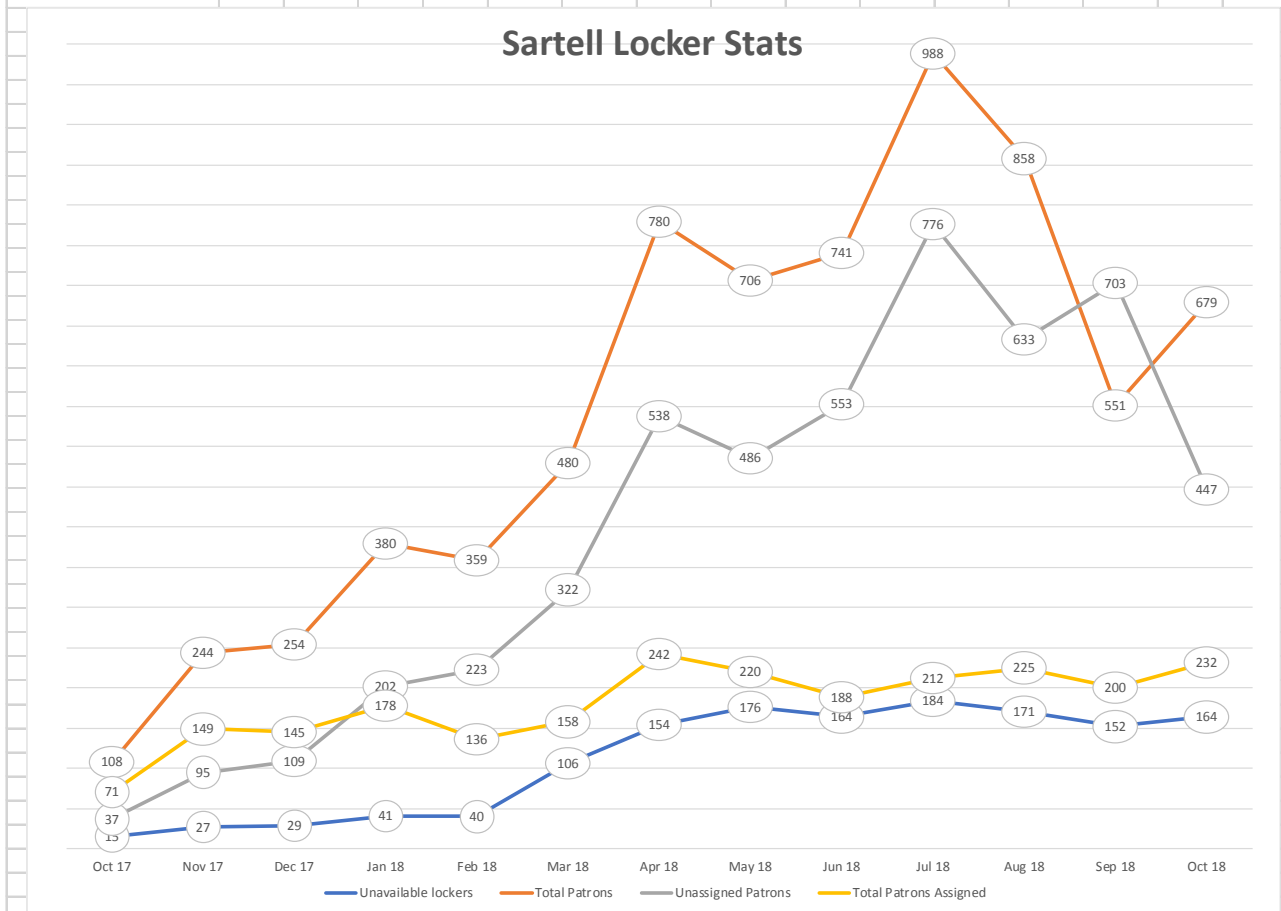Below is a summary of usage so far in Sartell:

Sartell GRRL2Go Pilot Project Statistics October 2017-2018

Delivery Month	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Totals	Average
Unavailable lockers	15	27	29	41	40	106	154	176	164	184	171	152	164	1423	109
Total Patrons	108	244	254	380	359	480	780	706	741	988	858	551	679	7128	548
Unassigned Patrons	37	95	109	202	223	322	538	486	553	776	633	703	447	5124	394
Total Patrons Assigned	71	149	145	178	136	158	242	220	188	212	225	200	232	2356	181
Assigned Locker Ratio	97.26%	100.00%	98.64%	99.44%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.79%	99.64%
Lockers Available	73	149	147	179	136	158	242	220	188	212	225	200	232	2361	182

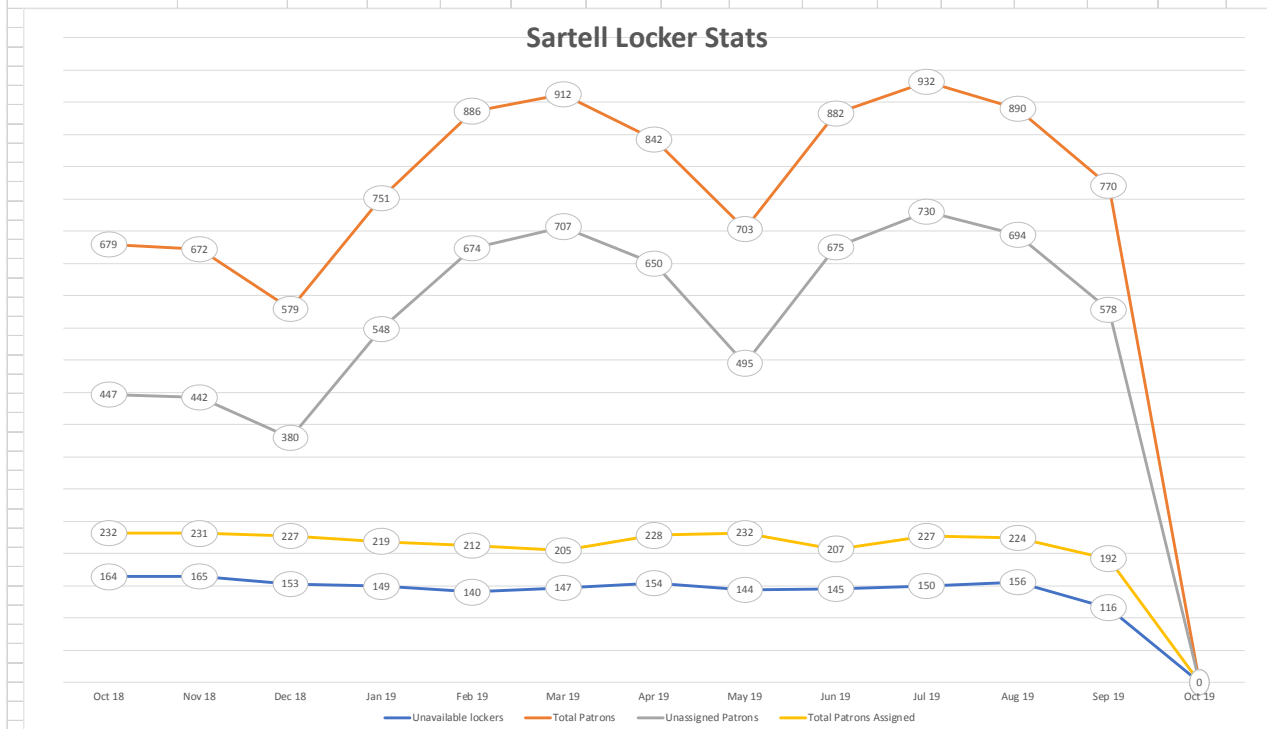| Legend	Description
Unavailable lockers	Lockers that were in use at time of locker fill.
Total Patrons	Number of Patrons who had material assigned as well as not assigned due to capacity restrictions.
Unassigned Patrons	Number of Patrons who had material not assigned due to capacity restrictions.
Total Patrons Assigned	Number of Patrons who had material assigned to the Locker System on fill day.
Assigned Locker Ratio	Percent of assigned lockers in comparison to total available lockers.
Lockers Available	Number of Lockers that were available to be assigned on fill day.

Sartell Locker Stats

Locker System Narrative of Changes

Starting the week of February 26, 2018, for three weeks we delivered to Sartell for four days a week. This was a temporary action taken to try and get caught up on the backlog of material waiting to be assigned to lockers. On March 19, 2018, we began delivering twice a week. Even with delivering twice a week you will notice that we did not catch up on the backlog, although during the summer months the number was more consistent. Now that school has started the numbers have started to go up again.

Sartell GRRL2Go Pilot Project Statistics October 2018-2019

Delivery Month	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Totals	Average
Unavailable lockers	164	165	153	149	140	147	154	144	145	150	156	116	0	1783	137
Total Patrons	679	672	579	751	886	912	842	703	882	932	890	770	0	9498	731
Unassigned Patrons	447	442	380	548	674	707	650	495	675	730	694	578	0	7020	540
Total Patrons Assigned	232	231	227	219	212	205	228	232	207	227	224	192	0	2636	203
Assigned Locker Ratio	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	107.86%	#DIV/0!
Lockers Available	232	231	227	219	212	205	228	232	207	227	224	0	0	2444	188

Legend	Description
Unavailable lockers	Lockers that were in use at time of locker fill.
Total Patrons	Number of Patrons who had material assigned as well as not assigned due to capacity restrictions.
Unassigned Patrons	Number of Patrons who had material not assigned due to capacity restrictions.
Total Patrons Assigned	Number of Patrons who had material assigned to the Locker System on fill day.
Assigned Locker Ratio	Percent of assigned lockers in comparison to total available lockers.
Lockers Available	Number of Lockers that were available to be assigned on fill day.

Sartell Locker Stats

Locker System Narrative of Changes

Note: Unassigned Patrons is where the backlog lives. This is caused by lack of capacity which the City isn't interested in financing. You will notice from the graph, that the patrons assigned and unavailable lockers remained relatively flat during the evaluated period. This is a sign that the locker system is being utilized in a more consistent manner than the previous reporting period.

GRRL2GO INFORMATION

Capacity	40 to 160 compartments per controller* (maximum of 8 units)
Pricing (estimated)	10 compartment unit with controller $14,500 40 compartment unit with controller $45,000 Could include more compartments if smaller sizes are selected. Includes complete turnkey installation.
Book return	$3,500-5,000

Controller – The system which connects the library and the locker system allowing the library to set and reset codes for access.

Patron Benefit

- More convenient access to library materials for residents without a library in their community.

Additional costs for this service model

- Delivery time: Time will depend on location, whether it is close to a current delivery route, and number of delivery days. Each stop will need to include time for loading and unloading lockers and emptying book return.
- Controller connection
- Time to process incoming/outgoing delivery and returns – dependent on usage and number of delivery days.

Other considerations

- A notification system will need to be developed
- Expired holds period for items at this location
- Number of delivery days
- Checkout period
- Whether to offer other services – PAC or Internet station, wireless

COMMUNITY MINI-LIBRARY

RECOMMENDATION

Offer this extension of library service to communities or organizations with local funds to support the additional costs of operation, including delivery of materials. Develop a service agreement that outlines the responsibilities for GRRL and the community or organization and criteria for adding or discontinuing the service.

DESCRIPTION

GRRL staff transport a small collection of library materials to a municipality on a monthly basis. GRRL staff loan these materials to the public over an agreed upon period of time. No GRRL library materials or equipment are stored on site. This service is similar to East Central Regional Library Outreach Services and Lake Agassiz Regional Library LINK sites.

Continuation of the service will be evaluated annually to gauge usage. If usage levels are not above 20 items per service hour, this service will be discontinued.

Patron Benefit

- More convenient access to library materials for residents without a library in their community.

Criteria for establishing

- Population - GRRL will consider establishing mini libraries in communities serving 700 or more. This population will be determined by the latest census or state demographer's estimates.
- Building Space – The municipality must provide an adequate building for the provision of this service. It must be air conditioned in summer and heated in winter. It must be large enough to provide adequate space for browsing library materials, staffing and checkout. Cities must provide a telecommunications data line to connect with the GRRL catalog. The building must be convenient to load and unload library materials. The building must meet all applicable ADA criteria for accessibility. The community must provide suitable furniture or tables for display of materials.
- Location – The location must be in a centrally located public area in the community.
- Drive Time – Consideration would be given to establishing such services if there were no GRRL libraries or other outreach services within a 15-minute drive time from the community.
- The city must provide Internet connectivity to allow for on-line circulation functions on site.

Criteria for discontinuing services

- Circulation – GRRL will periodically evaluate usage in the community. Significant decreases in usage over time may result in the discontinuation of services.
- Staffing or budget limitations – GRRL reserves the right to discontinue such services if funding for staff, library materials, technology, or delivery services is no longer available to provide for them.

- A community mini-library would be discontinued if a library were to be opened in that community or within a 15-minute drive time of the community.

Additional costs for this service model

- Staff time and travel: Expenses will depend on proximity to other libraries. Each stop will need to include time for loading and unloading library materials. Estimated staffing needs per stop: 4 hours per month Library Assistant, 4 hours per month Library Aide, and drive time (depending on route).

Other considerations

- Would patrons be allowed to request materials? If so, loan periods may need to be adjusted, and additional time allocated for processing materials.
- What type of collection is desired by the community? Additional contributions by the community may be required if popular materials are desired as part of the available collection.
- Large demands for this service may require additional investment in library vehicles and potential storage.

DEPOSIT COLLECTION

RECOMMENDATION

Offer this extension of library service to communities or organizations with local funds to support the additional costs of operation, including delivery of materials and security of the collection. Develop a service agreement that outlines the responsibilities for GRRL and the institution and criteria for adding or discontinuing the service.

DESCRIPTION

GRRL staff transport a small collection of library materials to an institution on a monthly basis. The institution agrees to handle the loan of the materials on-site. The institution also accepts responsibility for the loss or damage of the materials. This service is currently extended to a few existing institutions based on previous arrangements. Senior living facilities are an example of an institution this model could serve.

Patron Benefit

- Access to library materials for residents without reliable transportation or means to travel to the library, such as those living in senior living facilities.

Criteria for establishment

- Preference will be given to establishing these collections in communities not currently served by libraries or other outreach services.
- Preference will be given to the establishment of these collections in facilities in which mobility or disability of the residents is a barrier to accessing library services.
- A committed staff person on-site to manage and monitor the collection and coordinate with library staff.

Criteria for discontinuing services

- Circulation – GRRL will evaluate usage periodically. Significant declines in usage over time may result in service being discontinued.
- Staffing limitations or budget limitations – GRRL reserves the right to discontinue such services if funding for staff, library materials, and delivery services is no longer available.
- Loss of library materials – If library materials are not returned on a timely basis and/or become lost, the library reserves the right to be compensated for the lost materials. If payment cannot be made for these items, this service may be discontinued until payment has been made. Service will be resumed upon receipt of complete payment.

Additional costs for this service model

- Staff time and travel: Expenses will depend on proximity to other libraries. Each stop will need to include time for loading and unloading library materials. Estimated staffing required: 1 hour per week Library Assistant; 1 hour per week Library Aide.

Other considerations

- Would patrons be allowed to request materials? If so, loan periods may need to be adjusted and additional time allocated for processing materials.
- If onsite programming is desired, this enhanced service would require 2 hours Patron Services Librarian time per program.

LOCAL BOOK RETURN – UPDATED 2019

RECOMMENDATION

Offer this extension of library service to communities with local funds and resources to support the additional costs of operation, including delivery of materials. Develop a service agreement that outlines the responsibilities for GRRL and the community and criteria for adding or discontinuing the service.

Consider a pilot to add a book return to an existing delivery route in a community without a library to better understand the benefits and impact of expanding this service.

DESCRIPTION

Provide a local book return in cities without library facilities. Location would need to be visible and near other public facilities that are regularly monitored by local city staff to ensure security of library materials. Returns would be picked up by GRRL Distribution staff on a regular basis. Returns must be placed for easy access for emptying materials and in an area protected from weather elements.

Continuation of the service will be evaluated annually to gauge usage. If usage levels are not above 100 items per pick up, this service will be discontinued.

BOOK RETURN INFORMATION

Book return	Estimated $3,500-5,000
Capacity	Approximately 200-500 books/media cases

Patron Benefit

- More convenient return of library materials for residents without a library in their community.

Additional costs for this service model

- Staff time and travel: Time will depend on location and whether it is close to a current delivery route and number of delivery days. Each stop will need to include time for emptying book return.

Other considerations

- Frequency of stops may impact loan periods and availability of materials for other patrons.

ALTERNATIVE SERVICE MODELS CONSIDERED BUT NOT RECOMMENDED

POPULAR MATERIALS/TECHNOLOGY-FOCUSED LIBRARY – UPDATED 2019

RECOMMENDATION

Based on the experiences at Victoria, we would no longer recommend this model for testing at GRRL. Upon further review, this is not a true alternative service model. We may experiment with local collections to tailor them better to local audiences. Our Tech Help and Book a Librarian services meet many of the same technology needs that the Victoria staffing model addresses.

DESCRIPTION

Library would feature only a new materials collection – items that are less than 6 months old. These materials would not be available for request to other libraries in the system until they have aged out of the collection. At least one copy of each item in this collection would be available for request at other libraries in the region. All items returned from other libraries would be transported and distributed back to the original location.

Space and staffing would focus more on information and technology services, such as 1:1 computer assistance, digital inclusion efforts, Digital Library assistance, and reader's advisory. This model has been successfully used in the Victoria Public Library in Carver County. However, while it proved to be a good testing ground, it did not yield all of the results that were anticipated.

Patron Benefit

- Better browsing experience and improved access for patrons served by the individual library.
- Improved public access technology services, including basic computer assistance.

Additional costs for this service model

- Additional wiring would be required in order to offer more technologically focused library service. Additional equipment, such as scanners, computers, monitors or other devices would need to be purchased.
- Additional delivery time to process returns from other libraries and redistribute these materials.
- Depending on technology services desired, additional training for staff or investment in support may be required.
- Cataloging for the items in this collection may require additional time due to their non-floating status.

Other considerations

- Patrons from other areas of the region who are accustomed to requesting materials from any library in the system may be frustrated that the collection is unavailable for requests.

VICTORIA

BOOKMOBILE

RECOMMENDATION

The long-term direct and indirect costs of offering this service would require substantial investment. The service would have limited availability due to scheduling. Reinstatement of bookmobile service at GRRL is not recommended.

BOOKMOBILE INFORMATION

Capacity	Approximately 2,000 items, determined by length and height of vehicle
Pricing (estimated)	$200,000-250,000

Additional costs for this service model

- Staff time: A best practice of other library systems with bookmobile service is at least two employees scheduled for each open hour for security reasons.
- Insurance and maintenance for the vehicle.
- Mobile internet access to ILS.

Other considerations

- Length and height of vehicle limits collection size and is a factor in the type of driver's license required to operate the vehicle also.
- Safety standards for operating these types of vehicles are becoming more stringent.
- Storage of the vehicle would need to be determined.
- Vehicle would need to be replaced approximately every five years. Number of stops and amount of usage would impact the replacement cycle.
- Mobile Internet access may be poor in some parts of the region.

LIBRARY WITH LIMITED OPEN HOURS (LESS THAN 20)

RECOMMENDATION

Regional Library Telecommunications Aid (RLTA) supports network connectivity in all GRRL locations. This funding requires operating libraries at least 20 hours weekly. The reduction in staffing costs, as a result of reducing open hours in a library to less than 20 hours per week, does not offset the loss of this funding. Reducing open hours in existing libraries below 20 hours weekly is not recommended.

Other considerations

- Telecommunications costs for a library open less than 20 hours weekly could be reduced if a lower quality DSL Internet connection would be acceptable. A past pilot project demonstrated that cable and DSL internet connections are not sufficient to effectively run Horizon, the library's Integrated Library System which sustains basic operations.

AUTOMATED LIBRARY KIOSK

RECOMMENDATION

Estimated costs for a stand-alone library kiosk are $115,000-$200,000. With a maximum holding capacity of 800 items, the number of patrons this service would serve would be substantially fewer than even the smallest branch. The long-term direct and indirect costs of offering this service would require substantial investment. The addition of automated library kiosks is not recommended at this time.

Additional costs for this service model

- Delivery time: Time will depend on location, whether it is close to a current delivery route, and number of delivery days. Each stop would need to include time for loading and unloading the kiosk and emptying the book return.
- Network connection would need to be maintained.
- Time to process incoming, outgoing delivery and returns – dependent on usage and number of delivery days.
- Maintenance for the system would cost an estimated $3,000-$4,000/year.

Other considerations

- Location would need to be visible and near other public facilities that are regularly monitored by local city staff to ensure security of library materials.
- Book return would need to be provided. This would require additional staff time for pickup and delivery.