GREAT RIVER REGIONAL
LIBRARY
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1300 St. Germain Street West
St. Cloud, MN 56301
Telephone 320-650-2500   Fax 320-650-2501

Board of Trustees Meeting
Tuesday, November 15, 2022, 6:00 p.m.
St. Cloud Public Library Mississippi Room
Agenda

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

1. **Call to Order**   6:00
2. **Adoption/Amendment of Agenda**   6:01
3. **Approval of Minutes**   6:02
    3.1 September 20, 2022, Board Meeting (Requested Action – Approve)   pg 3
    3.2 November 1, 2022, Executive Committee Meeting (on table) (Requested Action – Approve)
4. **Public Open Forum**   6:04
5. **Financials**   6:10
    5.1 Bills (emailed) and Addendum (emailed) (Requested Action – Approve)
    5.2 Financial Reports (emailed) (Requested Action – Accept)
6. **Consent Agenda**   (Requested Action – Approve)   6:15
    6.1 Arts & Cultural Heritage Fund FY2020 Completion Report   pg 7
    6.2 All Staff Day Library Closure Request   pg 15
    6.3 Other
7. **Communications**   6:18
    7.1 Other
8. **Presentations**   6:18
    8.1 GRRL Year-End Campaign (verbal)
9. **Staff Reports**   6:25
    9.1 Executive Director's Report   pg 17
    9.2 Management Reports   pg 19
    9.3 Building Reports   pg 25
    9.4 Staff Recognition Report   pg 27
    9.5 Other
10. **Committee Reports**   6:35
    10.1 Finance Committee (verbal) (Requested Action – Approve)
    10.2 Personnel Committee (verbal) (Requested Action – Approve)
    10.3 Executive Committee (verbal)
    10.4 Fund Development Committee (verbal)
    10.5 Central Minnesota Libraries Exchange Board (verbal)

11. Unfinished Business   6:55
     11.1 Library Development Plan (Requested Action – Approve)   pg 29
     11.2 Elk River Open Hours Adjustment   pg 83
     11.3 Executive Director Annual Evaluation Summary (verbal)
     11.4 Labor Negotiations Discussion – Closed Session
          Closed meeting for labor negotiations strategy pursuant to Minnesota Statute 13D.03
     11.5 Other
12. New Business   7:30
     12.1 Farewell to Departing Members
13. Board Open Forum   7:32
14. Next Meetings   7:34
     Executive Committee – To Be Determined
     Board of Trustees – January 17, 2023
15. Adjournment   7:35

GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
September 20, 2022

The Great River Regional Library (GRRL) Board of Trustees regular meeting was called to order by President Ed Popp on Tuesday, September 20, 2022, at 6:00 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Zurya Anjum, Wayne Bauernschmitt, Jayne Dietz, Mary Eberley, George Fiedler, Lisa Fobbe, Lynn Grewing, Christine Husom, Gary Kneisl, Leigh Lenzmeier, Ed Popp, Jacey Wallace, Randy Winscher

Members Excused: Melissa Fee

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

ADOPTION/AMENDMENT OF AGENDA
Lisa Fobbe made a motion to adopt the agenda as presented. Seconded by Jayne Dietz, the motion carried unanimously.

APPROVAL OF MINUTES
Wayne Bauernschmitt made a motion to approve the Board, Personnel Committee, and Finance Committee minutes from July 19, 2022, as presented. Seconded by George Fiedler, the motion carried unanimously.

PUBLIC OPEN FORUM
There were no speakers for the Public Open Forum.

FINANCIALS
Bills
Gary Kneisl made a motion to approve the August and September bills and September bills addendum as presented. Seconded by Christine Husom, the motion carried unanimously.

Financial Reports
Randy Winscher made a motion to accept the July and August financial reports as presented. Seconded by Mary Eberley, the motion carried unanimously.

Current Letter of Credit Designation
Lisa Fobbe made a motion to approve FHLB Letter of Credit No. 2234-8878 dated September 6, 2022, for $400,000. Seconded by Al Amdahl, the motion carried unanimously.

CONSENT AGENDA
Regional Library Basic System Support FY2022 Report of Results
Regional Library Telecommunications Aid FY2022 Final Report
Regional Library Telecommunications Aid FY2023 Application
Mary Eberley made a motion to approve above consent agenda items as presented. Seconded by Jayne Dietz, the motion carried unanimously.

COMMUNICATIONS
Executive Director Karen Pundsack shared an Elk River *Star News* article about Wright County Commissioner Christine Husom, who is an author, and the "Best of Delano Area Award" received by the Delano Library from Delano Herald Journal readers.

PRESENTATIONS
WACOSA Partnership
Jade Lauber, Patron Services Librarian, presented on GRRL's partnership with WACOSA. They are an organization that works with individuals with disabilities. She talked about the virtual job explorers event in October 2021 where individuals learned about different jobs. Conversations from that event led to a video collaboration about accessibility at the library. Jade met with Mike Nichols, WACOSA Day Supports Coordinator, in July 2022 to work on an Adaptive Theatre workshop, which took place in August at the St. Cloud Library. Since then, Circulation & Distribution Coordinator Rosanna Backen, Mike, and Jade have met to discuss continued collaborations. After viewing the *Accessibility at the Library* video, Board members asked questions, complimented the work of GRRL and WACOSA, and thanked Jade for the presentation.

STAFF REPORTS
Executive Director's Report
Karen Pundsack informed the Board of Ryan McCormick's promotion to from Patron Services Supervisor (PSS) to Associate Director – Human Resources and Jeannette Burkhardt's promotion from Becker/Big Lake Library Services Coordinator (LSC) to PSS. Work is being done to fill the Becker/Big Lake LSC position. Karen asked the Board members to refer anyone they know who may be interested.

Board member Zurya Anjum, Collection Development Librarian Amy Schrank, Communications & Development Coordinator Breanne Fruth, Ryan, and Karen met to review results from the Diversity, Equity & Inclusion Toolkit survey administered in May. Karen thanked those who completed the survey. The results did not show a lot of change from last time it was administered. The Committee recommended exploring more community participation, particularly from youth. An option to explore is creating a youth advisory board in the coming year. There was brief discussion in support of this idea.

Management Reports
Associate Director – Accounting Amy Anderson stated both 2016 GRRL transit vans have been replaced. The new 2021 arrived last week, and a 2019 was purchased within the approved budget amount.

The City of Elk River decided to not renew the Additional Open Hours Agreement with GRRL that expires December 31, 2022. Karen Pundsack has been working with Elk River LSC Lori Lundstrom to determine the library's busiest hours based on checkouts. Adjustments will be made to reduce open hours by three per week.

Building Reports
The City of Howard Lake is modifying the new building project scope and will request another round of bids. Karen Pundsack explained potential project changes that will request more specific information from those submitting bids this time.

Summer Reading Program Statistics
A Summer Reading Program record was broken this year. Participant numbers exceeded those from all prior years. Staff did a great job with the program.

COMMITTEE REPORTS
Central Minnesota Libraries Exchange (CMLE) Board
Jayne Dietz reported that new CMLE Board officers were elected at the September meeting, communications continue to be shared each week, and VR kits are ready for schools. CMLE is waiting to hear from State Library Services about American Rescue Plan Act (ARPA) funds; the hope is to provide additional mini-grants. The vacant information technology assistant position is being evaluated, and the job description may be revised prior to hiring. The audit is complete, and Executive Director Mary Jordan is working with cmERDC on solutions for bookkeeping issues.

UNFINISHED BUSINESS
Questions were raised about materials complaints received by GRRL and the complaint process. Karen Pundsack replied the materials complaints are going through GRRL's reconsideration request process detailed in the Collection Development policy on our public website. She explained the general process which, typically, has addressed complaints without them rising to a higher level. Associate Director – Collection Development Jami Trenam and two Collection Development Librarians are primarily responsible for selection per criteria in GRRL policy.

Karen also shared GRRL's philosophy about children's activities in the library and the responsibility of their parent/caregiver. Board members discussed the above and added supportive comments.

NEW BUSINESS
GRRL 2022 Budget Projections
Amy Anderson reviewed the GRRL 2022 Budget projections. Current spending indicates a year-end surplus of approximately $316,000. This amount is close to the same as the unassigned funds (cash reserves) used to support the budget. Miscellaneous receipts revenue is higher than anticipated and the certificate of deposit portfolio is improving. Most expenditures are on track, personnel expenses reflect turnover-related increases, and maintenance costs increased on the aging fleet vehicles while waiting for newer vehicles. If trends continue, a designation will be presented in November to move the 2022 Budget surplus to the 2024 GRRL Budget.

Executive Director Annual Evaluation Form Distribution
Associate Director – Human Resources Ryan McCormick introduced himself and provided some information about his background with GRRL. He distributed Karen Pundsack's annual Executive Director Performance Review forms and asked to have all completed forms returned by October 14. The Board replies will be summarized by Ryan, Melissa Fee, and Ed Popp. The review will be presented to Karen by the Personnel Committee in November.

BOARD OPEN FORUM
In reply to a question, Karen Pundsack gave an overview of the GRRL Logic Model. It is a formal programming assessment created by Wilder Research and funded by ARPA. This year's Library Leadership VISTA is tasked with implementing part of the plan.

NEXT MEETING
The next Great River Regional Library Board of Trustees meeting will be Tuesday, October 18, 2022.

ADJOURNMENT
Ed Popp adjourned the meeting at 7:13 p.m.

_____   _____
Edward Popp, President   Zurya Anjum, Secretary

m𝟏 DEPARTMENT OF EDUCATION

ARTS AND CULTURAL HERITAGE FUND (ACHF)

Completion Report – Executive Summary
State Fiscal Year 2020: July 1, 2019 – June 30, 2020

A Completion Report, due 90 days after the completion of state fiscal year 2020 allocation spending, includes three parts – two required and one optional:

Required:
1) This completed and signed Executive Summary form. (.pdf)
2) A spreadsheet with details about each of the projects paid for with funds from the state fiscal year 2020 allocation. The spreadsheet includes all reporting elements required by the Legislative Coordinating Commission (LCC) and the data is uploaded to the LCC's ACHF website. The total of funds spent should add up to your regional library system's allocation for this fiscal year. The spreadsheet may be created through an export of information entered via the online reporting form created by MDE or through another MDE-approved reporting mechanism. If you do not have access to the MDE-created online reporting form or are having trouble using it, please contact Ashley Bieber at ashley.bieber@state.mn.us. (.xls)

Optional:
3) Selected promotional materials and high-resolution event photos in electronic format. The LCC may use these materials to illustrate ACHF projects in public libraries on its website. While optional, these help to convey the value of your work.

Please submit one PDF of the signed Executive Summary and all other components of your Completion Report to Ashley Bieber, ashley.bieber@state.mn.us, at State Library Services.

Grantee Information

Regional library system name and address:

Great River Regional Library, 1300 West Saint Germain Street, Saint Cloud MN 56301

Name, phone, and email address of regional library system administrator:

Karen Pundsack, 320-650-2512, karenp@grrl.lib.mn.us

Name, phone, and email address of regional library system ACHF program coordinator:

Beth Ringsmuth Stolpman, 320-650-2510, bethr@grrl.lib.mn.us

Name, phone, and email address of regional library system finance manager:

Amy Anderson, 320-650-2541, amya@grrl.lib.mn.us

Authorized Signatures

The information in the report documents are true and correct to the best of our knowledge.

Signature _____

Printed Name   **Edward Popp**

Chair, Regional Library System Governing Board

Date   **November 15, 2022**

Signature _____

Printed Name   **Karen Pundsack**

Regional Library System Administrator

Date   **November 15, 2022**

FY 2020 ACHF Project Highlights

Summary Data:

Total number of activities, programs, and/or events: 298

Total participation/attendance: 15,516

Total number of partnerships: 82

Total FTE (funded by ACHF): n/a

Total value of in-kind contributions: n/a

Total administrative costs (funded by ACHF): $5,322.76

Highlights:

Briefly describe two to three ACHF-funded projects that are models of the work done with ACHF funding by your regional library system. Please list outcomes, partnerships, unique locations, great stories, anecdotes, etc.

FY2020 was a uniquely challenging funding year--on March 16, 2020, GRRL closed abruptly to public service due to the COVID-19 pandemic. We took a lengthy hiatus from offering in-person programs, and we were cautious to explore other methods of program delivery due to technological concerns for our patrons and staffing challenges at our libraries.

We eventually offered some programs virtually, either via video or live streaming on YouTube and Facebook, or interactive options like Zoom, and some programming was delivered via kits with printed and video instruction. In the summer of 2021, guidance for in-person events was updated and GRRL adapted quickly to returning to outdoor events, especially for children and families. Funding was then used primarily for in-person events into 2022.

Indigenous Loop Earrings with Tawny Trottier Cale was an especially popular take-home art kit option, with instructions provided in both printed and video formats. Participants especially enjoyed learning a native handicraft. Patrons were able to pick up kits from any library in our region and work at their own pace to complete the project. Over 130 kits were delivered.

Tawny Trottier Cale, an enrolled member of the Standing Rock Sioux Tribe as well as a descendant of the Turtle Mountain Band of Chippewa and the Spirit Lake Nation and the Indigenous Loop Earrings participants could create with their kits

Mary Casanova had a tour planned in the spring of 2020 that sadly had to be postponed. Most dates were able to be rescheduled in the spring of 2022 and visited both libraries and schools. A total of 7,012 people were reached with these 25 presentations, with huge audiences at schools. "I learned about being descriptive in my writing. I enjoyed learning about her life," one attendee wrote. "Inspirational!" wrote another.

Mary Casanova at the Buffalo Library, spring 2022

title	field_parent_project	body	field_appropriation_year	field_citation	field_funding_amount	field_measurable_proposed	field_measurable
Branch planned programs	Great River Regional Library ACHF Grant SFY 2020-SFY 2021	GRRL continues to have branch staff plan and implement programs for their individual branches to meet community interests. Each branch will receive funds to hire authors, performers, presenters, or exhibitors which meet the Arts & Cultural Heritage definitions.	2020	Minnesota Session Laws – 2019, 1st Special Session, Chapter 2, Article 4, Sec 2, Subd 5(a)	71984.26	Attendees will be able to identify at least one new idea or concept learned [knowledge] or have a richer cultural life [attitude]. Attendees are asked "If it was an educational program, please identify one thing you learned at this program" and "If it was an entertainment program, was your life enriched because of the program? If so, how?"	Branch staff planned a variety of events based on local interest, including art workshops with local artists, author visits and history presentations, concerts, and other performing arts for all ages. A selection of feedback is included for the report in the three categories below. Feedback from patrons Authors/literary arts & history: "Civil War information that I never realized." "[Learned] many things! Bugle calls, drum cadences, guns, uniforms. Arn Kind was an exceptional presenter. Very knowledgeable and engaging." "[Learned] Minnesota was first to volunteer soldiers to the Civil War." "[Learned] how to get my kids writing stories, and that they can do it!" "[Learned] how many different kinds of agates there are. Great presentation." "[Learned] St. Paul history." "[Learned] the complexity of a script and movie production. This was a great event!" "Uniqueness of Minnesota and the Dakotas." "Very good connection to how the world has always been weird." "It was enriching. I learned about unusual events in Minnesota history." "It helped me to remember my wonderful growing up on a farm." "My son loved it! Great experience." "Excellent program--great artifacts, animated and informative presentation." "Inspiring! Inspired to write, inspired to continue the small farm." "[Learned] lots of unknown history." "I really enjoyed the stories about Minnesota." Art events and workshops: "Cool techniques and new media." "I learned the entire process of using alcohol inks." "How to do punch needle and practical application." "My emotional and social health was improved through today's activity." "Patience and how to create a mosaic." "A new skill--how to work with stained glass." "Very interesting and beautiful art form." "It was a very fun experience and I enjoyed making something cool." "Rose showed us how to add depth in painting with the shadowing, techniques on using the brush to achieve different effects." "[Learned] the art of Kumihimo braiding." "What quilling was about, learning a new skill." "New form of art, taught by an artist! Thank you for hosting a wonderful class!" "How to draw a face/proportions. Thank you! Enjoyed very much." Performing arts: "Children loved it and had a great time!" "My 6-year-old was entertained." "It was really good, the kids were really happy." "Community! Folk songs and the people who make them come alive." "Very enjoyable day listening to music by the river." "[Learned] names of instruments! Even as an adult, I did not know a violin was the same as a fiddle! Great exposure to diverse music and nice for kids to see a live performance, especially after COVID!" "Learned about new instruments--dulcimer!" "The instruments were amazing--some of them I didn't know existed." "Peaceful afternoon with good music." "Very inspirational music." "Totally relaxing! Didn't know it could be so entertaining." "First time to a bell ringer show--nice entertainment. Fun to 'ring' in spring." "Good music--like learning about the song before it was played." "Great entertaining and kept the kids' attention."

title	field_parent_project	body	field_appropriation_year	field_citation	field_funding_amount	field_measurable_proposed	field_measurable
Regionally planned programs	Great River Regional Library ACHF Grant SFY 2020-SFY 2021	Music, art, and history programming planned regionally. Individual branches have the option to be part of regionally-planned tours of performers and presenters on a variety of historical, cultural, and artistic topics, or genres of arts (visual, performance, etc.).	2020	Minnesota Session Laws – 2019, 1st Special Session, Chapter 2, Article 4, Sec 2, Subd 5(a)	140926.29	Attendees will be able to identify at least one new idea or concept learned [knowledge] or have a richer cultural life [attitude]. Attendees are asked "If it was an educational program, please identify one thing you learned at this program" and "If it was an entertainment program, was your life enriched because of the program? If so, how?"	With fiscal year 2020 funds, Great River Regional Library had events with a variety of performers and presenters who toured the region to offer events at multiple library locations. We also offered some programs virtually or via kits due to the COVID-19 pandemic. Authors/literary arts & history: In the first half of 2020, events included author Doug Ohman. In 2021, Dr. Christopher Lehman gave a virtual author talk. GRRL was finally able to bring children's bestselling author Mary Casanova to libraries and schools across the region, a tour that had been scheduled in the spring of 2020 but was postponed to 2022. "Excellent Minnesota history and US history." "Presentation of America's first ladies was amazing--learned a lot!" "[Learned about] the ethnic groups that live in Minnesota and why they came. I learned so much! I'd love to come to more programs like this!" "We have 67 state parks and only one doesn't have water. Phenomenal! Very interesting and amazing pictures." "[Learned]" so much MN history. Awesome! He is such a character and full of knowledge!" "Love to hear about old times." "Learned many things bout the New Deal era and programs that were available in MN to beautify our state and provide employment. Excellent speaker and presentation!" "[Learned] a lot about immigration in Minnesota. Great speaker--very informative." "I learned about the immigrants that came to Minnesota." "[Learned] Minnesota history." "Very interesting! [Learned] some old info. and much new to me info." "Wonderful to still learn at age 82 instead of ridiculous TV!" "Learned about some of the great books by Mary." "Write about things you know." "I learned about the author, and to never give up when you write a book." "[Learned] that writer's block is common so don't give up." "[Learned] how the author researches her realistic fiction books." "It's great for the kids to hear from authors. She did a great job!" "Excellent. So interesting. What a treat! Great interaction of Mary with children and adults." Art workshops: Art workshops were offered with Jen Anfinson, as well as take-home art kits. Tawny Trottier Cale provided Indigenous jewelry kits, as well as video instruction. As in-person events were able to resume safely, Ready Go Art carts were able to visit libraries in the summer of 2021: Mobile Sign Shop and Paper Plains visited multiple libraries into the fall. "Fostered my daughter's creativity. Very fun experience in our small town. Thanks! Everyone was helpful!" "Be creative--don't follow rules!" "Paper can be made really easily." "I got to bring home a beautiful sign that I never would've been able to make at home! Thank you--this was fun and I appreciate using your supplies and beautiful paint colors!" "My daughter learned ROY G BIV." "Creative simplicity, patience, and community." "Wonderful way for my kids and I to create art for at home." "Make mistakes and make new friends." "I learned that paper pulp can use invasive grass. I learned a new skill." "I had no idea you could make paper like this!" "We learned how to make something with our hands! The family that did this was wonderful!" "Loved learning how to make a bracelet and wonderful instructor." "I didn't realize it was easy and fast to work with leather and create simple jewelry with it." "[Learned] how to work with leather." "Learned how to make a ring. I spent the whole 1.5 hours focused, relaxed, excited, and stress-free." "It was a fun and creative class!" "Great presenter--thank you for offering these art programs!" "It may be something that I actually will try at home, simple, relaxing."

title	field_parent_project	body	field_appropriation_year	field_citation	field_funding_amount	field_measurable_proposed	field_measurable
							Performing arts: Performers included Minneapolis Guitar Quartet, harpist Chris Ward, singer/pianist Andrew Walesch, and COMPAS performers including Haitian dance with Afoutayi and Japanese taiko drumming with TaikoArts Midwest. "Great music history. The music was great, love introducing the music to my son!" "I learned about songwriters and their music and a neat story about Frank Sinatra and Paul Anka." "Lots about early American composers--great!" "Heard a lot of these songs but today learned about those songwriters." "Great music always enriches!" "How taiko drums work and culture. Amazing." "We loved hearing the music when we came in and watching. Daughter loved trying the drums." "It was great to hear words in another language, dances from other cultures, and listen to the stories on songs." "[Learned] about the country of Haiti. They were wonderful!" "Brought my granddaughter--had Japanese lunch after. Loved this!" "Learned about the drums and how used in Japan." "Music and French, Creole language, dancing." "The music was beautiful and I learned a lot." "Learned about classical guitars." "Beautiful performances, very casual and enjoyable." "First time I've heard a guitar quartet. Their music was amazing!" "In the question section, we learned how long they practice and other interesting points. They were incredible!" "Very talented. Very congenial and good group." "Always good to hear different types of music."

All Staff Day Library Closure Request

Submitted by

Ryan McCormick, Associate Director – Human Resources

BOARD ACTION REQUESTED

☐ Information ☐ Discussion ☒ Approve/Accept

RECOMMENDATION

Approve closure of all GRRL libraries to the public on Monday, October 9, 2023, for GRRL All Staff Day.

BACKGROUND INFORMATION

☐ Supporting Documents Attached

GRRL offers All Staff Day annually. It is an opportunity for GRRL staff to meet and connect, develop a sense of team, and receive training on topics relevant to their work.

FINANCIAL IMPLICATIONS

Estimated Cost: $7,300 – wages and associated costs
Funding Source: 2023 GRRL Operating Budget   Budgeted: ☒ Yes ☐ No ☐ N/A

ACTION

☐ Passed ☐ Failed ☐ Tabled

Executive Director Report
November 2022

Leadership Support Team (LST)
Library Development was a main focus for the Leadership Support Team over the past couple of months. The GRRL Board reviewed the updated plan in October.

Human Resources (HR) and Patron Services Supervisor (PSS) Transitions
Over the past couple of months, much of my time has spent on HR and PSS transitions. Both Ryan McCormick and Jeannette Burkhardt have hit the ground running in their new roles. Ryan has been deeply involved with our benefits and union negotiations discussions. Jeannette has taken on hiring responsibilities in the Sherburne and Wright County libraries.

Minnesota Library Association (MLA)
As MLA Treasurer, I worked with the Executive Director, CPA, and committee members to develop a review of 2021 financials. This was completed instead of an audit this year. MLA is in the process of merging with the school library association, Information & Technology Educators of Minnesota (ITEM), which is affecting how its financials and budgets work. This is a long-term multi-year merger that should be completed by year-end. I am also working to develop the 2023 budget in conjunction with the MLA budget committee. I attended the MLA conference in Duluth and co-presented with Plum Creek Director Elizabeth Hoffmann on regional public library structures.

Council of Regional Public Library System Administrators (CRPLSA)
CRPLSA met in Detroit Lakes at the beginning of November. The meeting included updates from Minitex, State Library Services, and the MLA lobbyist. We discussed legislative strategies going into the next session. All regions are struggling with the late distribution of state RLBSS funds. We proposed receiving distribution amounts based on the prior year's allocation and are waiting to see if this will allow funds to be sent before year-end. Regional libraries would normally receive two payments by this time, one in September and one in October. The delay is due to the lack of adjusted net tax capacity (ANTC) figures for two counties from the Department of Revenue.

Elk River
I have been working with Jeannette Burkhardt on her onboarding at the Elk River Library. She and I attended the library board meeting there in October. An update from that library includes the hosting of a film crew at that location. The Elk River staff worked with the City of Elk River to welcome a film crew for a movie titled *My 7 Grandmas*. The Elk River downtown and library was selected as a site for recording the feature-length film. A front-page story was featured in the Elk River *Star News*.

Highlighted Executive Director Activities since September Board Meeting
September 21 – LST Board follow-up meeting
September 22 – CRPLSA online meeting
September 26 – CRPSLA subcommittee
September 29 – LST meeting

September 30 – MLA Q3 Strategic Planning

October 3 – Day One for PSS Jeannette Burkhardt

October 4 – PS Supervisor meeting, CRPLSA subcommittee, Create CommUNITY advisory board

October 5 – Association of Fundraising Professionals chapter conference

October 6 – CSB HONORs Partner Day

October 10 – Career Solutions Program Committee meeting

October 11 – MLA Review of Financials

October 12 – Union negotiations

October 13 – St. Cloud Reading Room Society

October 18 – GRRL Board work session

October 19 – LST Board follow-up meeting

October 25 – Implementation call with benefits broker, Elk River Library Board meeting

October 26 & 27 – Minnesota Library Association conference in Duluth

November 1 – GRRL Executive Committee meeting

November 2 – LST meeting

November 3 & 4 – CRPLSA meeting in Detroit Lakes

November 7 – MLA Budget Committee

November 8 – Howard Lake branch visit with PSS Jeannette Burkhardt

November 10 – Stearns County Human Services Committee, St. Cloud Reading Room Society

November 14 & 15 – Interviews for State Library Services position

Management Reports
November 2022

Amy Anderson
Associate Director – Accounting

Accounting
The third quarter ended with revenues and expenses aligned with normal business operations. As of September 30, operating revenues are nearly 84% received, and expenses are approximately 70% of the yearly budget. Expected business activity should continue during fourth quarter. There are indications that 2022 will end with an operating surplus. An approval to designate any surplus to supplant the 2024 revenue budget will be presented at the Finance Committee meeting.

Payroll
Open enrollment and year-end preparations have begun. Payroll Generalist Erin Mallo and I have attended several training sessions and are working with Human Resources to coordinate quarter- and year-end tasks.

Investments
On October 31, the interest rates for Bremer and MAGIC savings were 0.30% and 3.08%, respectively. Recent renewals and purchases continue to strengthen the overall portfolio rate. There are four remaining certificate of deposit maturities in 2022. These developments align with Goal 1 of Strategic Priority: Operational Excellence, Objective 5: Maximizing library financial investment options.

Matured CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Falcon National Bank, NA	09/29/2022	$250,000.00	0.65%	$1,529.16
Stearns Bank	10/21/2022	$250,000.00	0.60%	$1,504.13
First Bank of Ohio, OH	10/31/2022	$248,000.00	0.75%	$1,112.94

Purchased and Renewed CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Security Bank, TN	03/27/2023	$245,000.00	3.20%	$4,092.51
Falcon National Bank, NA	09/29/2023	$250,000.00	2.58%	$6,349.31
Stearns Bank	10/21/2022	$250,000.00	2.50%	$6,322.11
Tab Bank, UT	04/19/2023	$244,000.00	4.20%	$5,234.30
First Internet Bank of Indiana	05/01/2023	$245,000.00	3.41%	$4,344.17

Letter of Credit
A Letter of Credit, No. 2234-8878, has been issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank for $400,000 and is dated September 6, 2022.

Jeannette Burkhardt
Patron Services Supervisor

New Role & Orientation
I have been getting familiar with my new role at GRRL. Branch visits for the month of October included: Staples, Little Falls, Swanville, Long Prairie, and Pierz in the north and Kimball, Cokato, Howard Lake, Delano, and Rockford in the south.

The majority of time has been spent on the Orientation Program, focusing on areas that are new and becoming more familiar with updates in policies and procedures. Almost all of the 1:1 orientation meetings with each department head have been completed.

Staffing
Interviews and hiring have taken a large portion of time this first month. Cara and I worked together to interview and hire a new Library Services Coordinator (LSC) for the Becker and Big Lake branches. Worked with the LSC in Cokato and Howard Lake to interview and hire a new Library Assistant for those two branches. And lastly, worked with the LSC in Elk River to interview and hire a Library Assistant substitute for the region.

I continue to work in Becker and Big Lake one day a week to support the staff in those branches until the new LSC is in place and trained. This has involved completing Legacy program planning, working with a new Library Assistant to keep her training moving forward, and addressing any issues or questions that have come up during my absence.

Brandi Canter
Lead Patron Services Supervisor

Getting Back on Track to Train New Staff
Pre-COVID, Human Resources (HR) and regional Patron Services (PS) staff provided a day-long training twice a year for new public services staff. We brought in staff from around the region to visit St. Cloud. Training topics included programming, online resources, circulation policies, and more. Since our last training in November 2019, we have a new Strategic Plan and Logic Model. When regional PS staff met early this month to plan next year's training, we updated the agenda to reflect these changes.

We will roll out the new PS Power Up training in January 2023. New topics include how to create a "warm welcome" for new borrowers, ensuring the library is a welcoming space for all patrons, and using a Diversity, Equity & Inclusion lens to manage the collection. We will still cover how to use online resources, circulation policies, and best practices for GRRL technology. The training will be required for new public services staff who have been working in their positions 90 days or more. Additional trainings will be held in February and September 2023.

2022-2023 Literacy Leadership VISTA Project
Our Literacy Leadership VISTA, Aden Osman, has been working closely with regional Patron Services and Communications & Development staff. He is creating a template for literacy-based passive programs for our youngest patrons. *Animal Stories* are sets of activity sheets for different skill levels. They can be used in our libraries or out in the community. Packets include coloring sheets, literacy and numeracy activities, and tips for caregivers to help build language skills and school readiness.

Animal Stories should be complete by mid-November. We will share it around the region and seek feedback from kids, caregivers, library staff, and service providers. Aden will gather that feedback and update the template to best meet patrons' needs and interests. He and regional staff will be able to expand into more subjects for future activity sets.

Breanne Fruth
Communications & Development Coordinator

Fundraising

Great River Regional Library's 2022 Year-End Campaign began in October and runs through January 31, 2023. The campaign timeline is as follows:

- October: appeal letter mailed to Board of Trustees and Friends of the Library members; email to GRRL staff from Executive Director
- November: appeal letter mailed to donors from the past three years
- December: donor newsletter Currents mailed; "Reading Fundraiser" in the Beanstack tracker app (used to log reading and join reading challenges)
- January: reminder letter mailed to donors who have not yet given to the campaign

2022 Goals

	2021 Goals	2021 Totals	2022 Goals
Dollar Amount	$75,000	$87,724	$86,000
Number of Donors	1,000	1,530	1,075
Board Participation	100%	86%	100%
Staff Participation	17%	11%	15%
Avg. Gift	$75	$114	$80

During the month of December, our reading challenge on the Beanstack app (where library users can log their reading, get book recommendations from librarians, and join reading challenges) will be "Reading Fundraiser." This will give Beanstack users the opportunity to also participate in GRRL's Year-End Campaign through the app. At the end of the campaign, we will receive a check from Zoobean (parent company of Beanstack) from all those that donated. We are eager to see how readers respond to this new giving opportunity.

Communications
The Great River Regional Library will be a sponsor for KNSI radio station's "Calls to Santa" programming in December. This program offers children the opportunity to call in to talk with Santa. As a sponsor, we get ads to play during the program time and throughout November and December. With this target audience of little kiddos with their parents, it is a great opportunity for us to share about our free 1,000 Books Before Kindergarten program. The "Calls to Santa" program is on the following days: December 5th, 7th, 8th, 12th, 14th, and 16th.

During the month of December, we will promote our Short Story Writing Month (ShoStoWriMo) challenge in libraries and on our website. An image is chosen from the Stearns History Museum, and we challenge library users to create a short story using only 33 words (in honor of 33 GRRL locations). Participants may use a paper submission form to submit in person at a GRRL location or submit their story online at griver.org/short-story-challenge.

Appreciate & Celebrate Team
The new GRRL team met on October 18 to talk through new ideas. The team will have a region-wide snowman/snow-creation contest during the month of January. Staff can submit pictures to represent their department or branch, and staff will vote on their favorites in February. We are also considering seasonal/quarterly regional activities, such as a picnic in the park or more photo contests.

Cara Langston
Patron Services Supervisor

Outreach
I am now a co-chair of the Minnesota Library Association (MLA) Small and Rural Libraries Round Table (SRLRT). The SRLRT met in October during the MLA conference in Duluth. We are gathering ideas about what format might benefit our members. Connecting with other library employees interested in rural communities was a highlight of the conference for me. In addition, I am working with a College of Saint Benedict & Saint John's University class interested in community outreach to Hispanic and Latino communities. I am curious to see how we might cooperate on outreach or programming in the library.

Ryan McCormick
Associate Director – Human Resources

Negotiations
We met with both bargaining units for contract negotiations on October 12. The meeting was productive and reached a tentative agreement.

Benefits
This is the busy season for benefits. We have been working on policy revisions and meeting with our broker and vendors on renewals and implementation timelines. GRRL's open enrollment is scheduled for December 1st to 9th. When benefit plan details are finalized, we will work with our broker to create an enrollment guide and offer informational sessions for staff.

Jay Roos
Associate Director – Information Technology

American Rescue Plan Act (ARPA) Meeting Room Equipment
All ARPA meeting room equipment has been acquired for our laptop and projector projects. The laptop project will make laptops available at libraries with private study rooms for patrons to use for virtual meetings. The use case for the laptops is different than any class of public computer we currently offer. As a result, we are developing scripts, policies, and security settings in our management systems specific to patrons using the laptops for and only for virtual meetings. The work we have done is in initial testing and will move on to real world testing at a library in the coming weeks.

Computer Replacement & Reload
Forty (40) of our staff computers were up for replacement this year. Information Technology (IT) acquired the new equipment and developed a new operating system and software image for staff. The computer replacement has been completed. At the same time, all other staff computers are being reloaded with the new image to bring all staff computer operating systems and software up to date and on consistent versions region-wide.

Community Engagement Platform
In 2018, GRRL agreed to purchase the Community Engagement Platform (CEP) product from our vendor SirsiDynix. Our primary interest in the product was the promised ability to do email marketing and notification to our patrons. Unfortunately, that part of the product had a rocky start and has only just reached a level where it is workable for our needs. A small workgroup has been formed to be trained and implement CEP Marketing. There is another component called CEP Events, which was not our reason for purchasing. We are evaluating its suitability to be used for our events catalog.

Jami Trenam
Associate Director – Collection Development

Library Awareness: Google Visibility
The Online Computer Library Center (OCLC) is library cooperative GRRL uses for cataloging and interlibrary loan. OCLC worked with Google over the past 13 years on a project to increase the visibility of library materials in web searches. The service launched this year, and I recently learned GRRL's catalog holdings are included in the initiative.

When people search for a book title on Google, links to GRRL's library catalog display in the Google Search or Google Book results if the library owns the title. These links appear in Google's "Knowledge Panel" located on the right hand side of the search results under the "Get Book" menu. Searchers will also see what library branch closest to them has the book. Finally, the library will appear as an option instead of only links to buy the book on Amazon or Barnes & Noble!

It is an honor to be included in the initial phase of the program. In order for Google to accept our records, our holdings need to be at least 95 percent accurate. Kudos to our Technical Services, Collection Development, and local staff who work hard to keep our catalog holdings up-to-date in real time!

Building Reports
November 2022

Jeannette Burkhardt
Patron Services Supervisor

Monticello
Roof repair/replacement was completed in August.

Rockford
Two new heating/cooling units were installed in August and are working great.

Brandi Canter
Lead Patron Services Supervisor

Paynesville
On October 12 and 19, Library Services Coordinator (LSC) Kateri Gruber and I met with other members of the Washburne Court Design Team to listen to architect proposals about how they might approach renovating the space. On November 9, the team will meet to select which architect to move forward with. Both proposals submitted look like they would provide good direction for a renovation project.

Foley
The City of Foley has hired a contractor to replace the carpet in the Foley Library. The library will be closed to all but curbside pickup beginning Wednesday, November 9. We hope to reopen on Monday, November 14.

St. Cloud

The new chiller was successfully installed on October 17 (see photos by Breanne Fruth). The installation required a crane and closing part of 12th Avenue North. We are very grateful to have a backup system in place again!

Neil Vig, Patron Services Coordinator at St. Cloud, reached out to the City of St. Cloud Public Works to ask for assistance with the greenery outside the staff entrance. We have received safety concerns from staff who have been startled by unknown persons emerging from behind the trees and shrubs in the

morning before the library opens or later at night after closing. We asked the city to look into reducing the height and density of these plantings to make it more difficult for someone to hide there.

Cara Langston
Patron Services Supervisor

Cold Spring
We have received no new information on the Cold Spring building progress. The city is still planning to move forward with a fire hall on the Granite Landing site and will be moving forward with a phase one environmental site assessment. No additional discussions have taken place regarding the library or the current city building.

Eagle Bend
The museum expansion was paused while the contractor waits on materials, and now, siding and new windows are up. In October, the furnace exhaust was blocked, and the library closed for a day while the building aired out. The issue is now resolved, and the furnace is properly vented.

Little Falls
Additional bat doors were added to the building, and the furnace was recently repaired as well.

Sauk Centre
A missing furnace part, which is backordered, is causing heat regulation issues in the building.

Karen Pundsack
Executive Director

Howard Lake
The city's project team continues to discuss next steps and possible revisions to the project. The hope is to have a city council discussion of options before the end of the year and go out for bids in early 2023.

Elk River
Library capital improvement funds were set aside to upgrade furnishings in the building. LSC Lori Lundstrom worked with Accounting to purchase eight office chairs for staff. She is also working with a local upholstery company to recover chairs in the patron seating areas.

Jami Trenam
Associate Director – Collection Development

Buffalo
In late September, the city decided to include the Buffalo Library in its Municipal Facilities Needs Analysis. In late October, LSC Katie Teesdale and I met with architects from BKV to assess the library and discuss current and future space needs. BKV will provide options to the Council for consideration in 2023.

The existing book drop on the east side of the building needs repair or replacement. The city is committed to resolving the issue.

Staff Recognition Report
2022 – Quarter 4
October 1 – December 31

First Name	Last Name	Department	Supervisor	Celebration Date	Years of Service
Jen	Lindberg	Belgrade/Paynesville	Gruber, Kateri	10/4/2022	1
Judy	Newman	Royalton	Deal-Hansen, Terri	10/4/2022	1
Shokria	Ahmadi	St. Cloud - Circulation	Backen, Rosanna	10/5/2022	1
Kimberly	Davis	Delano/Rockford	Jacobs, Theresa	10/5/2022	1
Deb	Luken	Monticello	Scherber, Marla	10/18/2022	1
Wendi	Wigham	Cold Spring/Richmond	Kirchoff, Jason	10/28/2022	1
Kimberly	Weikert	St. Cloud - Circulation	Blotkamp, Eric	11/29/2022	1
Sandy	Parker	Buffalo	Teesdale, Katie	12/13/2022	1
Rosanna	Backen	St. Cloud - Circulation	Canter, Brandi	10/21/2022	3
Liz	Anderson	Cokato/Howard Lake	Wilson, Nicole	11/4/2022	3
Brenda	Bruner	St. Michael	Bunting, Nancy	12/2/2022	3
Andrea	Prow	St. Cloud - Circulation	Blotkamp, Eric	12/2/2022	3
Sarah	Clauson	Clearwater/Foley	Kuelbs, Shelly	12/16/2022	3
Trish	Anderson	St. Michael	Bunting, Nancy	10/23/2022	5
Erin	Smeby	St. Michael	Bunting, Nancy	11/20/2022	5
Kenisha	Queen	GRRL - Distribution	Trenam, Jami	12/4/2022	5
Linda	Treb	GRRL - Accounting	Anderson, Amy	12/18/2022	5
Corrine	Lanz	Waite Park	Munz, Ellen	12/10/2022	10

Great River Regional Library

Library Development Plan

2022

Table of Contents

Background

- GRRL is a consolidated regional library system with 32 libraries in six counties in central Minnesota. 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 2022 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.

- Library usage patterns changed as a result of the pandemic, and it is too soon to tell how trends are resetting. Some communities, such as St. Michael, have seen exponential increases in usage. 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.

- Patrons expect self-service and virtual options as well as an excellent in-person experience when visiting the library. Options exist today that were not available in the past, 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.

Executive Summary

FACILITY IMPROVEMENTS

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

- Belgrade
- Cold Spring
- Sauk Centre
- Waite Park

The following communities are in the process of updating or relocating their library buildings:

- Eagle Bend
- Howard Lake
- Paynesville

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 St. Michael when budget and staffing conditions permit. This change to open hours would have a budgetary impact and 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.

Open Hours

RECOMMENDATIONS

Based on an updated analysis of library usage trends, the following change is recommended. It 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
St. Michael	47	Bring St. Michael open hours up to the same level as Buffalo and Elk River.	48	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 1,077 open hours each week between our 32 libraries for an average of 33.66 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 (48 or more weekly): St. Cloud, Elk River, and Buffalo. In 2022, GRRL extended open hours in 27 locations as a response to community needs following the pandemic. Seven libraries are at 23 hours or less: Belgrade, Eagle Bend, Grey Eagle, Kimball, Richmond, Royalton and Swanville. None are at the state-mandated minimum level of 20 hours weekly.

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

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 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.

CRITERIA FOR DECREASING OPEN HOURS

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

OPEN HOURS ADJUSTMENTS SINCE 2019

With the exception of St. Michael, adjustments to open hours since 2019 have been independent of the Library Development Plan :

Library	2019 Weekly Open Hours	Change	Year changed	Current Weekly Open Hours	Reason for change
Albany	37	Increase 2	2022	39	Pandemic response
Annandale	25	Increase 3	2022	28	Pandemic response
Becker	30	Increase 3	2022	33	Pandemic response
Belgrade	20	Increase 2	2022	22	Pandemic response
Big Lake	29	Increase 3	2022	32	Pandemic response
Clearwater	23	Increase 2	2022	25	Pandemic response
Cokato	28	Increase 3	2022	31	Pandemic response
Cold Spring	34	Increase 3	2022	37	Pandemic response
Delano	41	Increase 3	2022	44	Pandemic response
Eagle Bend	20	Increase 3	2022	23	Pandemic response
Foley	35	Increase 1	2022	36	Pandemic response
Grey Eagle	20	Increase 3	2022	23	Pandemic response
Howard Lake	28	Increase 3	2022	31	Pandemic response
Kimball	20	Increase 3	2022	23	Pandemic response
Little Falls	43	Increase 2	2022	45	Pandemic response
Long Prairie	35	Increase 2	2022	37	Pandemic response
Melrose	25	Increase 2	2022	27	Pandemic response
Paynesville	31	Increase 2	2022	33	Pandemic response
Pierz	23	Increase 5	2022	28	Pandemic response
Richmond	20	Increase 3	2022	23	Pandemic response
Rockford	31	Increase 2	2022	33	Pandemic response
Royalton	20	Increase 3	2022	23	Pandemic response
Saint Michael	44	Increase 3	2020	47	Increase in library usage
Sauk Centre	32	Increase 3	2022	35	Pandemic response
Staples	35	Increase 2	2022	37	Pandemic response
Swanville	20	Increase 3	2022	23	Pandemic response
Upsala	23	Increase 2	2022	25	Pandemic response
Waite Park	30	Increase 2	2022	32	Pandemic response

CHALLENGE AND OPPORTUNITY

Swanville's borrower numbers have been stable, but circulation and Internet use continues to decrease. Budget constraints and current policy regarding Regional Library Telecommunications Aid has limited adjustments in open hours to no less than 20 hours weekly. It may be cost-effective to operate the library without state funding to support the broadband connection. If budget or staffing pressures change in the next three years, reducing services below the 20-hour minimum should be considered.

All libraries showed a reduction in borrower numbers following the 2020 pandemic closures and limited services. Most libraries are trending back toward 2019 levels of service. It is too soon to determine how usage will level out following the pandemic. Management's recommendation is to monitor these changes and reassess service levels in three years when this plan is updated next.

EXPIRING SERVICE AGREEMENT

The City of Elk River and GRRL signed a service agreement to offer an additional three open hours at Elk River Public Library from Jan. 1, 2018- Dec. 31, 2022. The City of Elk River opted not to continue this contract beyond the five-year agreement so open hours will revert back to the 48 hours supported by GRRL starting Jan. 1, 2023.

PATRON FEEDBACK

The 2018 St. Cloud State University (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.

Since open hours were expanded in 27 locations in 2022, this topic should be revisited in the next GRRL User/Non-user survey.

Express Checkout

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, Pierz, Richmond, Swanville and Upsala.

GRRL added a second station in St. Michael in 2019 as a pilot project. The additional station has assisted with the increase in circulation there. Usage remained high over the past three years and exceeds self-checkout usage at St. Cloud Public Library, which is the only other location with two stations. If usage statistics on existing Express Checkout stations and overall circulation match that of St. Michael, it would warrant an additional stations. Possible future sites would be Buffalo and Elk River, depending on usage trends.

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

- Not a priority at this time.

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

Facility Assessment: 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	19,352	**Study Room/s**	No
2021 circulation	92,815	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	3,500	**Program space shared or library-only**	Shared
2022 open hours	39	**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. Open hours were increased from 37 to 39 in this library at the beginning of 2022. The library now opens two hours earlier on Fridays.

Facility Assessment: 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	17,161	**Study Room/s**	No
2021 circulation	35,848	**Separate meeting or program space/s**	3
Total floor space (Sq. Ft.)	3,850	**Program space shared or library-only**	Shared
2022 open hours	28	**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 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.

Facility Assessment: 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	15,660	**Study Room/s**	No
2021 circulation	51,881	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	3,500	**Program space shared or library-only**	Shared
2022 open hours	33	**Sufficient for collection & technology**	Minimally
Public Internet stations	3	**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 no space for programming in the library proper – most programming occurs in the shared community space in the Becker Community Center. Therefore, the library often has to schedule its programming around various other groups' schedules.

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. The library lacks clear and effective signage.

Facility Assessment: 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	5,652	Study Room/s	No
2021 circulation	10,229	Separate meeting or program space/s	No
Total floor space (Sq. Ft.)	1,789	Program space shared or library-only	NA
2022 open hours	22	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	Owned

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 private 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. The floor at the back of the library is below ground level, resulting in repeated water intrusion during spring melt-off and some heavy rains. The City of Belgrade is working with a contractor on a plan to address this. Work is anticipated in 2023. Work to correct water intrusion at the front of the library was completed in 2022.

Holds are self-pickup in the public area.

MCIT has recommended installation of a smoke detector. The city manager consulted with the fire marshal, and it was determined that this was not mandatory in the building.

Facility Assessment: 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	20,201	**Study Room/s**	1
2021 circulation	53,716	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	2,750	**Program space shared or library-only**	Shared
2022 open hours	32	**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**	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. 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.

Facility Assessment: 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	47,692	**Study Room/s**	4
2021 circulation	166,978	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	10,000	**Program space shared or library-only**	NA
2022 open hours	48	**Sufficient for collection & technology**	Yes
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 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 2021, the city updated the building by renewing signage and the circulation desk lights. They also repainted. Parking has improved with the county building availability. HVAC has begun to be a problem, as it was last improved in 2010.

The area is 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. The four study rooms are regularly full, and the community frequently requests meeting space. Currently, to have space to accommodate programs, all of the kids books are moved or the program is hosted in the back staff work area.

Facility Assessment: 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	12,958	**Study Room/s**	No
2021 circulation	27,864	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	3,750	**Program space shared or library-only**	NA
2022 open hours	25	**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 front door does not have an automatic open button for handicap accessibility. The facility is leased by the city.

There is no private work area for staff, and storage is minimal. The space includes an area for public meetings and programming. However, this area is open on one side to the children's area. Because of this, there can be noise concerns and distractions during programs.

Open hours increased in 2022 from 23 to 25.

Facility Assessment: 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	15,226	Study Room/s	No
2021 circulation	56,346	Separate meeting or program space/s	1
Total floor space (Sq. Ft.)	1927	Program space shared or library-only	Shared
2022 open hours	31	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 2015, 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 Library Service Coordinator (LSC).

Facility Assessment: 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	12,228	**Study Room/s**	No
2021 circulation	61,202	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	1,768	**Program space shared or library-only**	Shared
2022 open hours	37	**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. As of 2022, the planned fire hall and police station are no longer moving forward. Therefore, library plans are also stalled. The city is currently assessing plans that would address the needs of the various city departments, including the library.

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

Facility Assessment: 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	25,421	**Study Room/s**	1
2021 circulation	89,893	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	5,970	**Program space shared or library-only**	Library
2022 open hours	44	**Sufficient for collection & technology**	Minimally
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 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. There is little to no room for growth in other areas of the collection without losing important activity space. Program area in the library is limited, while demand for programming is high. Parking is sometimes insufficient during programs and at the height of summer business.

Facility Assessment: 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	11,448	**Study Room/s**	No
2021 circulation	23,646	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	2,800	**Program space shared or library-only**	Shared
2022 open hours	23	**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. In 2017, the City of Eagle Bend purchased the vacant lot next to the library. They are in process of building a new addition and are scheduled to be completed by spring 2023.

Facility Assessment: 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	52,836	**Study Room/s**	3
2021 circulation	213,007	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	16,500	**Program space shared or library-only**	Library
2022 open hours	51	**Sufficient for collection & technology**	Yes
Public Internet stations	11	**Significant building operational issues**	No
Public catalog stations	3	**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 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. The city opted not to continue this contract beyond the initial agreement, so open hours will revert back to the 48 hours supported by GRRL starting January 1, 2023.

Facility Assessment: 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	18,172	**Study Room/s**	No
2021 circulation	54,181	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	5,000	**Program space shared or library-only**	Shared
2022 open hours	36	**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	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. The children's area will expand once the coat closet is removed in 2022. There is no separate parking lot for the library; however, on-street parking is generally sufficient for patron needs except during large programs.

There is a large, semi-private workroom for staff.

The city informed us of its intent to replace carpets in the library in 2020, which was then rescheduled to November of 2022.

An express checkout station was installed.

Facility Assessment: 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	9,719	**Study Room/s**	No
2021 circulation	12,901	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	2,500	**Program space shared or library-only**	Library
2022 open hours	23	**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 shelving units are a mix and match selection of varying colors. There is a small 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.

Facility Assessment: 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	12,110	**Study Room/s**	No
2021 circulation	34,861	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	1,200	**Program space shared or library-only**	Shared
2022 open hours	31	**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	2021	**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 marshal, and it was determined that this was not mandatory in the building.

In 2011, 2015, 2017, and 2022, 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, and plans are underway.

Facility Assessment: Kimball

Location Statistics		Facility Highlights	
Year joined GRRL	1969	Sufficient staff work area	Yes
Year opened	1960	Private office for LSC	Yes
Year built or last updated	2019	Staff break room	No
Collection size	11,477	Study Room/s	No
2021 circulation	20,769	Separate meeting or program space/s	1
Total floor space (Sq. Ft.)	792	Program space shared or library-only	Shared
2022 open hours	23	Sufficient for collection & technology	Yes
Public Internet stations	2	Significant building operational issues	Yes
Public catalog stations	1	Significant MCIT or accessibility issues	No
Express check station/s installed	2021	City owned or leased	Owned

The new Kimball Library opened its doors for the first time on December 7, 2020. The new stand-alone building has plenty of room to allow the collection to be significantly larger than the previous shared space. The circulation desk allows staff plenty of workspace for staff and cabinetry for storage. Behind the desk is an enclosed separate work area for staff. The building plan required the latest eco-friendly options in order to comply with the strict B-3 requirements needed to receive a matching state grant of $439,511.97. Donors, community members, and people from the surrounding area came together to raise more than $610,000 to complete this project.

With the attached community room, the library is also able to hold programs for adults and youth inside the building.

The building operational issue noted under Facility Highlights is the low number of electrical outlets which may be a potential safety issue.

Facility Assessment: 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	29,197	**Study Room/s**	1
2021 circulation	80,139	**Separate meeting or program space/s**	2
Total floor space (Sq. Ft.)	14,000	**Program space shared or library-only**	Library
2022 open hours	45	**Sufficient for collection & technology**	Yes
Public Internet stations	5	**Significant building operational issues**	Yes
Public catalog stations	2	**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, has been enlarged by moving the desk out farther and moving self-pickup of holds from behind the des. The desk is necessarily always staffed by two people. There are two meeting rooms, both are quite large that can accommodate most events. One is a smaller study room for groups of one to four.

A building operational issue is presence of bats.

Facility Assessment: 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	15,732	**Study Room/s**	No
2021 circulation	44,011	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	2,570	**Program space shared or library-only**	NA
2022 open hours	37	**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.

Facility Assessment: 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	19,165	**Study Room/s**	No
2021 circulation	102,545	**Separate meeting or program space/s**	2
Total floor space (Sq. Ft.)	2,850	**Program space shared or library-only**	Shared
2022 open hours	27	**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

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 increased in Melrose in 2022 from 25 to 27. The library is now open at 10 a.m. on Tuesdays and Thursdays for more consistency.

Facility Assessment: 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	37,247	Study Room/s	1
2021 circulation	143,223	Separate meeting or program space/s	2
Total floor space (Sq. Ft.)	9,700	Program space shared or library-only	Library
2022 open hours	43	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 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 and Farmer's Market Days (Thursdays from May through October). The library was given additional open hours in 2012.

The facility is generally in good repair. A new roof was installed in August 2022. Temperature control is an issue in some areas. There are clear distinctions between the children, 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 and for staff. 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 which is able to be reserved by the public.

Facility Assessment: 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	10,272	**Study Room/s**	1
2021 circulation	25,929	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	2,896	**Program space shared or library-only**	NA
2022 open hours	33	**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	2021	**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 too small 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 have been suggested to see the back of the library, but they have not been reinstalled since plexi glass is up at the desk. There is a central area with tables for small programming events. This is insufficient for community needs.

An accessibility concern is that none of the entrances to the building have automatic door openers. There is no lot for library parking, only parallel-street parking, so that it is insufficient during busiest times and events.

Express checkout station was installed. Holds are self-pickup in the public area.

In 2022, the city began actively looking for a site for an expanded library with community meeting rooms and programming space.

Facility Assessment: 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	11,938	**Study Room/s**	No
2021 circulation	27,208	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	3,570	**Program space shared or library-only**	NA
2022 open hours	28	**Sufficient for collection & technology**	Yes
Public Internet stations	6	**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

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.

There is a space in the back of the library for local organizations and groups to use. It is not private, but sufficient for a group of approximately 15 people.

Facility Assessment: 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	7,481	**Study Room/s**	No
2021 circulation	13,784	**Separate meeting or program space/s**	No
Total floor space (Sq. Ft.)	1,440	**Program space shared or library-only**	NA
2022 open hours	23	**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.

Facility Assessment: 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	19,432	**Study Room/s**	Yes
2021 circulation	46,761	**Separate meeting or program space/s**	Yes
Total floor space (Sq. Ft.)	3,900	**Program space shared or library-only**	NA
2022 open hours	33	**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.

Facility Assessment: 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	9,085	**Study Room/s**	No
2021 circulation	17,369	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	2,000	**Program space shared or library-only**	Shared
2022 open hours	23	**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.

Facility Assessment: 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	256,558	**Study Room/s**	17
2021 circulation	514,783	**Separate meeting or program space/s**	4
Total floor space (Sq. Ft.)	118,000	**Program space shared or library-only**	Shared
2022 open hours	59	**Sufficient for collection & technology**	Yes
Public Internet stations	58	**Significant building operational issues**	No
Public catalog stations	12	**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. Other small improvements are also needed. Custodial staff levels could be increased to keep pace with the size and use of the building. In 2018, the library saw installation and dedication of International World Peace Circle located in the front of the library. In 2019, solar panels were installed on the roof.

There are 17 study rooms, with plans to dedicate one room to a calming sensory space.

The city plans to update the library lighting system in 2024. The city and library staff continue to monitor the HVAC system for the IT server room, and are waiting on the installation of a new chiller unit.

Facility Assessment: 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	46,790	**Study Room/s**	2
2021 circulation	192,593	**Separate meeting or program space/s**	3
Total floor space (Sq. Ft.)	9,375	**Program space shared or library-only**	Shared
2022 open hours	47	**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	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 it is expected that borrower numbers and circulation will continue to rise. There are concerns that there is not enough space for collection growth to keep pace with what is expected 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.

Facility Assessment: 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**	Yes
Collection size	24,471	**Study Room/s**	2
2021 circulation	65,162	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	5,032	**Program space shared or library-only**	Shared
2022 open hours	35	**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. It is a beautiful, bright space that is showing some age since the remodel. The library was re-carpeted in 2012. The interior walls of the library and entryway need repainting. Two small windows over the main doors were replaced in February 2021. The large library windows need to be replaced as soon as possible. The large round interior lights were upgraded to LED in summer of 2021.

The space behind the circulation desk holds two staff work stations. The city installed a manual lift desk in June of 2020 to give more space between staff. It is still cramped at times. Holds are now self-pickup in the public area and that has helped 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 makeup and thickness of the walls. The lower floor houses a local history museum and a large shared programming space.

In 2021, water from heavy rains came in through the emergency exit hallway by the restrooms. This caused water damage to a small area in the museum. The city did work to remediate future water intrusion. 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 2018, and a bronze statue of Sinclair Lewis was installed on the front lawn of the library in July 2019. A study room was converted into a staff breakroom in 2020.

The library has high usage and added 3 additional open hours in 2022.

Facility Assessment: 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	19,566	**Study Room/s**	No
2021 circulation	49,432	**Separate meeting or program space/s**	1
Total floor space (Sq. Ft.)	4,733	**Program space shared or library-only**	Shared
2022 open hours	37	**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.

Facility Assessment: Swanville

Location Statistics		Facility Highlights	
Year joined GRRL	1969	**Sufficient staff work area**	Yes
Year opened	1957	**Private office for LSC**	No
Year built or last updated	2012	**Staff break room**	No
Collection size	5,568	**Study Room/s**	No
2021 circulation	4,920	**Separate meeting or program space/s**	Not accessible
Total floor space (Sq. Ft.)	879	**Program space shared or library-only**	Shared
2022 open hours	23	**Sufficient for collection & technology**	No
Public Internet stations	1	**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 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 and not accessible for all. The Swanville museum adjoins the library and is open when the library is open. It replaced the dentist offices in July 2022.

This location increased hours in 2022 from 20 to 23. 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.

Facility Assessment: 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	10,283	Study Room/s	No
2021 circulation	32,279	Separate meeting or program space/s	No
Total floor space (Sq. Ft.)	1,726	Program space shared or library-only	NA
2022 open hours	25	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	Leased

The Upsala Library moved in 2010 adding about 626 square feet 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. Two additional hours were added in 2022 bringing the total up to 25 hours. The carpet was replaced in early March 2020. The wooden library shelving is original to the library and needs some repairs to keep it usable in the future. WiFi was upgraded and extends to outside the front of the library. A third internet station was added in 2022 due to high usage and demand.

Facility Assessment: 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	14,008	Study Room/s	No
2021 circulation	76,274	Separate meeting or program space/s	No
Total floor space (Sq. Ft.)	3,472	Program space shared or library-only	NA
2022 open hours	32	Sufficient for collection & technology	No
Public Internet stations	4	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. Additional room is needed for the collection as it is so undersized that is does not provide an adequate browsing collection. As a result, patrons primarily call in requests, and staff must send out a dozen or more bags of excess materials every week. Dedicated spaces for programming, meeting, and studying are lacking as well.

Staff work areas are insufficient. There is no private work area, no break area, and storage is lacking.

The library is built on two levels, with a modified freight elevator for accessibility. However, some patrons are uncomfortable using the elevator, so access to the lower level is still an issue.

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. In 2022, outdoor family games were added to the garden area.

More open hours are needed, but the current facility would not support increased activity, and additional staffing hours would be needed to accomplish that goal.

Alternative Service Recommendations

Mail-A-Book

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.

Alternative Service Recommendations

Bibliotecha Open+

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.

Patron Benefit

- Expanded access to library collection and services beyond staffed 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

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

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

Alternative Service Recommendations
GRRL2Go Locker

RECOMMENDATION

Based on the successful pilot project from 2017-2020, GRRL and the City of Sartell signed a six-year lease agreement to extend GRRL2Go services at the Sartell Community Center. One anticipated impact of GRRL2Go in Sartell, a shift in Waite Park borrowers to using the locker system, did not occur. The majority of GRRL2Go users are from Sartell. Due to vendor changes, the locker system was replaced in 2022 with an updated model which is leased. Going forward, we would recommend a lease arrangement rather than a capital investment due to technology upgrades.

The cities of Otsego and St. Joseph have expressed interest in adding a GRRL2Go system. Future agreements and systems will need to be right-sized to community demands and analyzed for impact on existing delivery routes.

DESCRIPTION

GRRL2GO is a remote smartlocker system used as a secure depository for materials requested by library patrons with accompanying book return. Hours of access depend on facility placement. Patrons are notified when their items are available.

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

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

Alternative Service Recommendations
<u>Community Mini-Library</u>

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).

Alternative Service Recommendations

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 establishing

- 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.

Alternative Service Recommendations

Local Book Return

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.

The City of Rice has expressed interest in being a pilot project for 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.

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.

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

Alternative Service Models Considered But Not Recommended

Popular Materials/Technology-Focused Library

RECOMMENDATION

Based on further research and the experiences of other regional library systems, we no longer recommend this model for GRRL. This is not a true alternative service model, and to be successful would require additional local and regional staffing dollars. 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 initially inspired this idea.

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.

Alternative Service Models Considered But Not Recommended

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.

DESCRIPTION

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.

Alternative Service Models Considered But Not Recommended

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.

- In 2019, estimated maintenance for the system was $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.

2023 Elk River Open Hours Adjustment

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

☒ Information   ☐ Discussion   ☐ Approve/Accept

RECOMMENDATION

Based on the discontinuation of the Additional Open Hours Agreement with the City of Elk River, open hours will reduce from 51 to 48 in 2023.

BACKGROUND INFORMATION

☐ Supporting Documents Attached

The City of Elk River and GRRL had a five-year agreement to add open hours at the Elk River Public Library. The agreement expires at the end of 2022. Hours will revert back to the 48-hour weekly schedule at the beginning of January. A study of circulation activity, door count and patron survey were conducted in October to determine the best schedule. The city council recommended a consistent schedule, which aligned with the study and survey results. The 2023 open hours schedule will be:

- Monday-Thursday: 10 a.m. to 7 p.m.
- Friday: 10 a.m. to 5 p.m.
- Saturday: 10 a.m. to 3 p.m.

FINANCIAL IMPLICATIONS

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

ACTION

☐ Passed   ☐ Failed   ☐ Tabled