



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

Board of Trustees Meeting
Tuesday, March 21, 2023, 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** – January 17, 2023 Board Meeting ([Requested Action – Approve](#)) pg 3 6:02
- 4. Public Open Forum** 6:03
- 5. Financials** 6:07
 - 5.1 Bills (emailed) and Addendum (emailed) ([Requested Action – Approve](#))
 - 5.2 Financial Reports (emailed) ([Requested Action – Accept](#))
 - 5.3 Current Letter of Credit Designation ([Requested Action – Accept](#)) pg 9
- 6. Consent Agenda** 6:10
 - 6.1 Minnesota Public Library Annual Report (on table) ([Requested Action – Approve](#))
 - 6.2 Other
- 7. Communications** 6:11
 - 7.1 2022 Annual Report (on table)
 - 7.2 Other
- 8. Presentations** 6:11
 - 8.1 Fines Free (verbal)
- 9. Staff Reports** 6:30
 - 9.1 Executive Director’s Report pg 13
 - 9.2 Management Reports pg 17
 - 9.3 Building Reports pg 25
 - 9.4 Other
- 10. Committee Reports** 6:45
 - 10.1 Finance Committee (verbal) ([Requested Action – Approve](#))
 - 10.2 Personnel Committee (verbal) ([Requested Action – Approve](#))
 - 10.3 Fund Development Committee (verbal)
 - 10.4 Central Minnesota Libraries Exchange Board (verbal)
- 11. Unfinished Business** 7:00
 - 11.1 Other
- 12. New Business** 7:00
 - 12.1 2022 Year-End Campaign Analysis pg 29
 - 12.2 Board Member Job Description Review ([Requested Action – Approve](#)) pg 31
 - 12.3 Fund Development Committee Member Job Description Review ([Requested Action – Approve](#)) pg 33

12.4 GRRL Board Code of Conduct Review (Requested Action – Approve)	pg 35	
12.5 GRRL Policy Updates (Requested Action – Approve)		
12.5.1 Administration	pg 37	
12.5.2 Technology	pg 41	
12.6 Other		
13. Board Open Forum		7:13
14. Next Meeting – April 18, 2023 Work Session		
May 16, 2023, Board of Trustees		
15. Adjournment		7:15

**GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
January 17, 2023**

The Great River Regional Library (GRRL) Board of Trustees regular meeting was called to order by President Ed Popp on Tuesday, January 17, 2023, at 6:03 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Zurya Anjum, Wayne Bauernschmitt, Tina Diedrick, Jayne Dietz, Mary Eberley, Melissa Fee, Lisa Fobbe, Lynn Grewing, Leigh Lenzmeier, Ed Popp

Members Excused: Tim Denny, George Fiedler, Jacey Wallace, Randy Winscher

GRRL Staff Present: Karen Pundsack, Patricia Waletzko

INTRODUCTION OF NEW BOARD MEMBERS & OATH OF OFFICE

Wright County Commissioner Tina Diedrick was welcomed to the GRRL Board. All board members and staff introduced themselves. The Oath of Office was administered.

ADOPTION/AMENDMENT OF AGENDA

Lisa Fobbe made a motion to adopt the agenda as presented. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

ELECTION OF GREAT RIVER REGIONAL LIBRARY 2023 BOARD OFFICERS

The following were elected as GRRL Board officers:

President – Jayne Dietz nominated Ed Popp for President. Mary Eberley seconded the nomination. There being no further nominations, Lisa Fobbe moved to close nominations and cast a unanimous ballot for Ed Popp. Al Amdahl seconded the motion. All voted to elect Ed Popp as President.

Vice President – Wayne Bauernschmitt nominated Leigh Lenzmeier for Vice President. Lisa Fobbe seconded the nomination. There being no further nominations, Lynn Grewing moved to close nominations and cast a unanimous ballot for Leigh Lenzmeier. Mary Eberley seconded the motion. All voted to elect Leigh Lenzmeier as Vice President.

Secretary – Lisa Fobbe nominated Zurya Anjum for Secretary. Wayne Bauernschmitt seconded the nomination. There being no further nominations, Lisa Fobbe moved to close nominations and cast a unanimous ballot for Zurya Anjum. Melissa Fee seconded the motion. All voted to elect Zurya Anjum as Secretary.

Treasurer – Jayne Dietz nominated Wayne Bauernschmitt for Treasurer. Mary Eberley seconded the nomination. There being no further nominations, Lisa Fobbe moved to close nominations and cast a unanimous ballot for Wayne Bauernschmitt. Jayne Dietz seconded the motion. All voted to elect Wayne Bauernschmitt as Treasurer.

APPOINTMENTS TO GREAT RIVER REGIONAL LIBRARY 2023 STANDING COMMITTEES

The following were appointed to the GRRL Board standing committees:

Executive Committee

Ed Popp, President – Benton County
Leigh Lenzmeier, Vice President – Stearns County
Zurya Anjum, Secretary – Stearns County
Wayne Bauernschmitt, Treasurer – Wright County
Tim Denny – Todd County
Lisa Fobbe – Sherburne County
Randy Winscher – Morrison County

Finance Committee

Ed Popp, President – Benton County
Wayne Bauernschmitt, Treasurer – Wright County
Tim Denny – Todd County
Tina Diedrick – Wright County
Lisa Fobbe – Sherburne County
Leigh Lenzmeier – Stearns County
Randy Winscher – Morrison County

Personnel Committee

Ed Popp, President – Benton County
Al Amdahl – Stearns County
Jayne Dietz – Sherburne County
Melissa Fee – Wright County
Lynn Grewing – Stearns County
Jacey Wallace – Wright County
Randy Winscher – Morrison County

Fund Development Committee

Zurya Anjum
Lisa Fobbe
Leigh Lenzmeier

Union Negotiations Committee

Ed Popp
Randy Winscher

APPROVAL OF MINUTES

Mary Eberley made a motion to approve the November 15, 2022, Board, Finance Committee, and Personnel Committee minutes, and the November 29, 2022, Executive Committee meetings minutes as presented. Seconded by Al Amdahl, the motion carried unanimously.

PUBLIC OPEN FORUM

Mike Sharp from Clearwater stated he trusts the library. Books like *It's Perfectly Normal* do not lead to sex trafficking. He shared information to support this and added the public deserves to be exposed to ideas that challenge thinking.

Lee LaDue from Clearwater has spent her career working with physically and sexually abused kids. She stated this book does not fit the definition of trafficking, grooming, or pornography. Those without information are vulnerable. She asked that book banning not be allowed.

Chuck Derry from Clearwater works with the Gender Violence Institute. He provided sexual assault statistics and talked about cultural support for the abuse of women.

Rebecca Kotz from St. Cloud has worked with sexual violence prevention for 10 years and stated education needs to have a degree of explicitness. She believes it is a human right for young people to access medically accurate, comprehensive sex education; the book, *It's Perfectly Normal*, does that. She added that abusers use lack of victim knowledge to their advantage.

Deborah McCarl from St. Cloud was an obstetrics and gynecology doctor in St. Cloud. She supports evidence and science-based information and has seen many uninformed people who suffered the consequences. She commented that children on the LGBTQ spectrum frequently do not receive support or acceptance, which makes publicly available information important.

FINANCIALS

Bills

Wayne Bauernschmitt made a motion to approve the December and January bills and January bills addendum as presented. Seconded by Zurya Anjum, the motion carried unanimously.

Financial Reports

Melissa Fee made a motion to accept the November and December financial reports as presented. Seconded by Jayne Dietz, the motion carried unanimously.

CONSENT AGENDA

Annual Financial Designations

Designation of Associate Director of Accounting as Custodian of Library Funds

Designation of Bank Depositories

Acceptance of Current Letter of Credit

Designation of Signers on Bank Accounts

Al Amdahl made a motion to approve the Annual Financial Designations as presented. Seconded by Mary Eberley, the motion carried unanimously.

Designation of Official Newspaper

Wayne Bauernschmitt made a motion to approve the Official Newspaper Designation as presented. Seconded by Zurya Anjum, the motion carried unanimously.

RLTA Priority 2 FY2023 Application

Lisa Fobbe made a motion to approve the RLTA Priority 2 FY2023 Application as presented. Jayne Dietz seconded the motion. Following brief discussion, the motion carried unanimously.

Leigh Lenzmeier joined the meeting at 6:40 p.m.

COMMUNICATIONS

Audit Engagement Agreement from BerganKDV

IRS 501(c)(3) Status Determination Letter

Minnesota Library Association Letter of Support

Minnesota Library Association 2023 Legislative Day & Priorities

2023 Meeting Schedule

Each Communications item was reviewed. Executive Director Karen Pundsack invited Board members to attend Library Legislative Day with staff on Tuesday, February 28 at the State Capitol.

PRESENTATIONS

Exploring Potential Interests & Careers (EPIC)

GRRL's partnership with EPIC is supported through American Rescue Plan Act (ARPA) funds. This project expands the ability for kids and families to learn about careers.

Amy Trombley, United Way of Central Minnesota Vice President of Education, complimented and expressed appreciation for library staff and our EPIC partnership. The one-day event sparks imagination and offers local experience opportunities for students. She reviewed available EPIC-related resources. Details were shared about EPICConnect, an online tool being developed that will provide a database of businesses and their opportunities.

Gail Cruikshank, Greater St. Cloud Development Corporation Talent Director, stated EPIC is a community collaborative for youth career exploration that she and Karen have worked on for several years. She shared the timeline of EPIC's growth since 2018 and provided statistics about event involvement. The 2022 Board of Directors, represented business sectors, and EPIC sponsors were highlighted.

Amy Minnerath, Boys & Girls Clubs of Central Minnesota Senior Director of Communications, explained many organizations and their work are connected through EPIC. The 14 career kits offer a way for students to see and try career opportunities. Kits contain hands-on activities and a binder with additional resources. St. Cloud Technical and Community College hosts the one-day EPIC event as well as a VIP event earlier the same day.

The presentation was followed by questions, answers, and discussion.

STAFF REPORTS

Executive Director's Report

Management Reports

Building Reports

Human Resources Reports

Unique Management

Revenue Recapture

Executive Director Karen Pundsack provided staff reports updates:

- Letters related to unresolved building issues are being developed for the cities of Waite Park and Cold Spring. Eagle Bend is moving forward with their expansion, and Howard Lake will be seeking bids for a new building.
- For first quarter of 2023, the Leadership Support Team (LST) set training on the basics for new employees as a priority.
- Unique Management Services serves as GRRL's collection agency. After implementation of fines free, GRRL continues to see a return on investment.
- GRRL submits large balance accounts to Minnesota's Revenue Recapture program and subscribes to a large database for account submission information. This also remains cost effective. Numbers did not shift a lot as a result of fines free.

COMMITTEE REPORTS

Central Minnesota Libraries Exchange (CMLE) Board

Jayne Dietz reported that CMLE plans to look into moving their offices to St. Cloud State University (SCSU) after March 31. This would mean CMLE's financials, audit, etc. would be taken over by SCSU management. At the CMLE Board's last meeting, they updated per diems and mileage in the bylaws.

UNFINISHED BUSINESS

There was no unfinished business to address.

NEW BUSINESS

Council of Regional Public Library System Administrators RLBSS Funding Request

The 12 regional public library directors are seeking consensus from their boards in support of the Regional Library Basic System Support (RLBSS) funding request. It is similar to the proposal approved by the GRRL Board two years ago. The biggest difference is the requested dollar amount. Requests to stabilize the funding formula and move the calculation date are also included. Zurya Anjum made a motion to approve the RLBSS funding request as presented. Seconded by Mary Eberley, the motion carried unanimously.

Proposed 2024 Budget Process Timeline

Lisa Fobbe made a motion to approve the 2024 Budget Process Timeline as presented. Seconded by Jayne Dietz, the motion carried unanimously.

BOARD OPEN FORUM

There were no Board open forum comments.

NEXT MEETINGS

The next Great River Regional Library Board of Trustees meeting will be Tuesday, February 21, 2023.

ADJOURNMENT

Ed Popp adjourned the meeting at 7:37 p.m.

Edward Popp, President

Zurya Anjum, Secretary

March 21, 2023



LETTER OF CREDIT NO. 2234-9645

Effective Date: March 07, 2023

Great River Regional Library
amya@grrl.lib.mn.us
1300 W St Germain St
St Cloud, MN 56301
Attention: Amy Anderson

Dear Sir/Madam:

We have established this irrevocable and unconditional Letter of Credit ("Letter of Credit") in your favor as beneficiary ("Beneficiary") and you are hereby irrevocably authorized to draw on the Federal Home Loan Bank of Des Moines (the "Bank"), Irrevocable Standby Letter of Credit No. 2234-9645 for the account of Bremer Bank, National Association, Saint Paul, MN (the "Member"), available upon the terms and conditions hereinafter set forth, an aggregate amount not exceeding \$400,000.00 ("Stated Amount").

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

5. Only you may make a Drawing under this Letter of Credit. Upon the payment to you, to your designee or to your account of the amount specified in a sight draft(s) drawn hereunder, we shall be fully discharged on our obligation under this Letter of Credit with respect to such sight draft(s) and we shall not thereafter be obligated to make any further payments under this Letter of Credit in respect of such sight draft(s) to you or any other person.
6. This Letter of Credit shall automatically terminate upon the earlier of (i) the making by you of a Drawing which reduces the available balance hereunder, to \$0, or (ii) the date on which we receive notice from you, signed by an Authorized Officer, indicating that such letter of credit is being returned to the Bank for cancellation, (iii) thirty (30) days following notice from the Bank of a default by the Member pursuant to the various agreements between the Bank and the Member and payment to you on or before such thirtieth (30th) day of the full amount of the letter of credit, and (iv) 12:00 p.m. Iowa time on June 06, 2023 (after honoring any draws received in accordance with the Letter of Credit) (the "Initial Expiration Date")..
7. This Letter of Credit is issued subject to the International Standby Practices 1998 ("ISP 98"). This Letter of Credit shall also be governed by the laws of the State of Iowa to the extent not inconsistent with ISP 98. If this Letter of Credit expires during an interruption of business, as described in ISP 98, the Bank hereby specifically agrees to effect payment if this Letter of Credit is drawn against within 30 days after the resumption of business.
8. This Letter of Credit sets forth in full our undertaking, and such undertaking shall not in any way be modified, amended, amplified or limited by reference to any document, instrument or agreement referred to herein except only the certificate(s); and any such reference shall not be deemed to incorporate herein by reference any document, instrument or agreement except for such certificate(s).

FEDERAL HOME LOAN BANK OF DES MOINES
909 Locust Street
Des Moines, IA 50309

By: Candy Cove

~~Member & Financial Operations Manager~~ Mar 07, 2023
Title: _____

Effective Date: March 07, 2023

LETTER OF CREDIT NO. 2234-9645

EXHIBIT A
DRAWING CERTIFICATE

The undersigned, a duly authorized officer of Great River Regional Library (the "Beneficiary") hereby certifies to the Federal Home Loan Bank of Des Moines (the "Bank") with reference to Irrevocable Standby Letter of Credit No. 2234-9645 (the "Letter of Credit") (any capitalized term used herein and not defined shall have its respective meaning as set forth in the Letter of Credit) issued by the Bank in favor of Beneficiary, that:

1. An Event of Default has occurred pursuant to agreements between the Beneficiary and your Member which authorizes a draw upon this Letter of Credit.
2. The amount of the Drawing when added to the amount of any other Drawing under the Letter of Credit made simultaneously herewith, does not exceed the Stated Amount of the Letter of Credit.
3. Payment by the Bank pursuant to this Drawing shall be made by wire transfer in immediately available funds to _____, ABA Number _____, Account Number _____, Attention: _____, Re: _____.

IN WITNESS WHEREOF, this Certificate has been executed this ____ day of _____, 20__.

GREAT RIVER REGIONAL LIBRARY

By _____

Title: _____

Executive Director Report March 2023

Leadership Support Team (LST)

The team spent time reviewing 2022 strategic plan progress and the timeline for 2023. We had some big changes in 2022. We made the move to fines free on all library materials. We also added open hours in 27 libraries at the beginning of the year. To raise library awareness, Communications & Development worked with Library Services Coordinators to create local marketing plans. We increased spending on Digital Library materials. Efforts were made to merchandise library materials more effectively.

Not everything we did resulted in what we expected. New borrower registrations were up in nearly every library. Total borrower numbers continued to decline for the region, while 12 locations saw an increase. This means we are seeing issues with borrower retention in the majority of our libraries. Patrons register for library cards but do not continue to use them. The Digital Library had 15,355 active users last year. For comparison, the top libraries by borrowers are:

- St. Cloud - 20,670
- Elk River - 8,791
- St. Michael - 8,007
- Buffalo - 5,282
- Monticello - 4,661

Circulation of physical materials declined by one percent for the region, but 12 libraries saw an increase. Digital Library activity increased by more than 11 percent. The Digital Library circulated more items than every library except St. Cloud. The top circulating libraries last year were:

- St. Cloud - 512,734
- Digital Library - 299,366
- St. Michael - 206,875
- Elk River - 204,474
- Buffalo - 158,454
- Monticello - 138,428

This list is very different from just five years ago when the Digital Library circulated less than 200,000 items, and St. Cloud Circulation exceeded 750,000. These shifts demonstrate a need to expand access to the Digital Library, which is part of our strategic plan goals. St. Michael is seeing a sustained increase in activity over several years.

LST reviewed the concept of tiers based on borrower numbers for collection, internet station assignments, open hours, programming and marketing. The concept of tiers is part of the Library Development Policy and is included in the branch agreements signed by all GRRL cities.

A lot has changed since the levels were set in 2016. Borrower numbers have declined in many libraries over that time period. In 2022, we added open hours based on available staffing rather than library activity. We have two libraries, Cold Spring and Waite Park, which continue to have library spaces that are insufficient for their activity levels. Building size has a larger impact on areas like the collection and number of internet stations. Internet stations will be replaced in the coming year, and the number of stations will be reduced based on reduced activity regionwide.

The area we plan to look into more closely in the coming months is programming. The March user survey with St. Cloud State University (SCSU) Survey Center will help us understand what services patrons value most in 2023. In 2018, programming was reported as a service used by only 40 percent of users. This compared with 96 percent of patrons reporting they used the physical collection.

SCSU User Survey

In March, we will conduct a user survey through SCSU Survey Center to hear from our borrowers and expired borrowers. We hope to learn more about why patrons come to the library and how we can improve their experiences when they visit so they are more likely to return. Borrower numbers are also used to determine service levels at our libraries. The Leadership Support Team will look at what adjustments may need to be made with the changes we are seeing over time. This will build on the work of the 2018 User/Non-User Survey and the subsequent work from the 2019 Borrower Workgroup. This workgroup looked into the issue of borrower retention and created several recommendations. Many of these ideas were implemented over the past three years.

Central Minnesota Libraries Exchange (CMLE)

As the recently elected treasurer for the CMLE Board, I have spent significant time this month working with the CMLE Executive Committee developing a contract to move services under St. Cloud State University Library. The CMLE Board is scheduled to meet on March 15 to review the contract.

Library Legislative Day

Associate Director – Collection Development Jami Trenam, Commissioner Lenzmeier, Treasurer Wayne Bauernschmitt, and I visited with 13 area legislators on February 28 for Library Legislative Day. We advocated for support of state library funding for public libraries. Many thanks to Administrative Assistant Patty Waletzko for scheduling the appointments that allowed us to meet in person with so many legislators. The visits were positive. Bills introduced this session that would directly benefit public libraries include:

- HF1917/SF1919 – Increase and stabilization of Regional Library Basic System Support (RLBSS)
- HF2386/SF664 – Appropriation of Arts & Cultural Heritage Legacy funding to regional public library systems
- HF670/SF677 – Bonding for Public Library Construction and Renovation Grants

Highlighted Executive Director Activities since January Board Meeting

January 18 – St. Cloud Chamber regional cities priorities meeting, Leadership Support Team Board follow-up meeting

January 19 – Create CommUNITY fundraising subcommittee meeting

January 23 – GRRL Board orientation with Commissioner Tina Diedrick at Buffalo Public Library

January 24 – Leadership Support Team meeting, Library Services Coordinator orientation with Margot Barry at Big Lake Public Library

January 26 – CRPLSA online meeting

January 27 – CSB/SJU partnership meeting with Patron Services Supervisor Cara Langston

February 1 – MLA Legislative update, SCSU survey meeting

February 3 – Regional Library Director quarterly meeting

February 6 – Create CommUNITY fundraising subcommittee

February 7 – Create CommUNITY advisory board

February 8 – Organizational Orientation - online

February 10 – St. Cloud Human Services Council annual training day, Stearns County Human Services Advisory Council

February 14 – Organizational Orientation

February 16 – Leadership Support Team meeting

February 21 – Minnesota Library Association Board of Directors meeting

February 27 – CMLE executive committee special meeting

February 28 – Library Legislative Day at the Capitol

March 1 – Meeting on EPIC kit partnership

March 6 – Create CommUNITY fundraising subcommittee, CMLE executive committee special meeting

March 7 – Benton County presentation, GRRL Board orientation with Commissioner Tim Denny, GRRL Finance Committee meeting

March 8 – MLA Legislative update

March 9 – Create CommUNITY Testify meeting, Stearns County Human Services Advisory Committee

March 13 – Tours of TriCap and CMMHC, Career Solutions Program Committee meeting

March 14 – Regional Staff Meeting

March 15 – GRRL Fund Development Committee, CMLE Board meeting

March 16 – Audit outtake meeting

March 17 – Meeting with State Library Programs Specialist Emma DeVera

March 20 – MLA Board of Directors meeting

Management Reports March 2023

Amy Anderson
Associate Director – Accounting

Accounting

The annual audit will take place March 13 through March 16 in a hybrid format. The audit team will be on-site for two of the four days. Commissioners Lenzmeier and Diedrick will represent the Board as part of the audit outtake meeting on Thursday, March 16. BerganKDV representatives will present to the full Board of Trustees at the May 16 meeting.

Investments

On February 28, 2023, the interest rates for Bremer and MAGIC savings were 1.00 percent and 4.66 percent, respectively. There are currently 22 certificates of deposit (CD) in the GRRL portfolio. Three are invested with local institutions. There are 21 maturities remaining in 2023. These outcomes align with the strategic plan objective to maximize library financial investment options.

Matured CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Western Alliance Bank, AZ	01/17/2023	\$248,000.00	0.80%	\$1,755.70
Financial Federal Savings Bank, AZ	01/03/2023	\$248,000.00	0.85%	\$1,834.52
Mainstreet Bank, VA	01/31/2023	\$246,000.00	1.55%	\$3,093.53
Merrick Bank, UT	02/14/2023	\$247,000.00	1.55%	\$3,106.11
Southside Bank, TX	02/15/2023	\$246,000.00	2.40%	\$3,214.85
American Bank, MO	02/21/2023	\$246,000.00	2.95%	\$3,106.11

Purchased and Renewed CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
American Plus Bank, CA	07/17/2023	\$244,000.00	4.60%	\$5,747.37
Maplemark Bank, TX	01/17/2024	\$238,000.00	4.85%	\$11,900.00
Eastbank, NY	08/14/2023	\$243,000.00	4.85%	\$ 5,991.78
Bank of China, NY	11/13/2023	\$240,000.00	4.90%	\$ 9,031.89
Fieldpoint Private Bank & Trust, CT	08/21/2023	\$244,000.00	4.70%	\$ 5,868.37

Letter of Credit

Letter of Credit No. 2234-9645 was issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank issued for \$400,000 and dated March 7, 2023.

Jeannette Burkhardt
Patron Services Supervisor

Becker

A community glass mosaic project was started at the Becker Library with artist Laura Ruprecht. This three-year project involves completing one mosaic each year to be installed in the trans-light windows

on three sides of the Becker Library. The installations will be different depictions of an Aesop Fable. The first mosaic, started in February, is the *Tortoise and the Hare*.



The Becker Library is again partnering with the Pebble Creek Golf Course for the Locally Growin' fundraising campaign. Ten percent of the food and beverage sales will go towards the campaign on Sunday, March 26.

Big Lake

Back in October, the former Big Lake Library Services Coordinator (LSC) presented a library awareness presentation to the Big Lake American Legion. As a follow-up to that presentation, the current LSC revisited the organization in February to talk about the Locally Growin' fundraising event held in March. As a result of these two visits, the Big Lake Library received a \$300 matching donation from the American Legion. The funds raised in Big Lake will be used to purchase STEM items for the library.

Buffalo

In preparation for the Locally Growin' campaign, the LSC in Buffalo reached out to local organizations and businesses about matching donations for the campaign goal of \$2,000. This effort resulted in matching funds totaling \$750 from the American Legion and Grindstone Construction. These funds will be combine with funds raised in the Buffalo Library to purchase STEM kits for teens and Play2Learn kits for kids.

Delano

The Delano Library implemented an Exploration Station program for families on Friday mornings. This program includes five stations that children and caregivers complete. Child-led learning, social emotional learning, and cognitive general knowledge are a few of the categories included in this program. Once all five stations are complete, the child can take the completed form to the circulation desk for a completion prize.

Rockford

The LSC presented seven preschool storytimes to area preschools. The Rockford Library also presented a STEM/STEAM activity class for school-aged children, ages six and up. This class was for area homeschooling families.

ARPA Telemeeting Laptops

ARPA telemeeting laptops have been sent to Delano, Monticello, and St. Michael as initial sites for procedures and usage testing. Feedback from these libraries will be incorporated into the procedures and best practice tips before sending out laptops to the remaining libraries. These laptops are intended to provide patrons with access to telehealth and telemeeting appointments.

Great River Children's Museum Exhibits

The last cohort libraries are set to start touring the seven exhibits from the partnership with the Great River Children's Museum in April. This partnership started in 2022. Seven exhibits that mimic the exhibits that will be in the museum when it opens in 2023, started out touring in the most rural libraries of GRRL in May 2022. Each exhibit spends two weeks in a library before moving on to the next library. The fishing table from the Headwaters exhibit is by far the most fun for kids and families.

Brandi Canter
Lead Patron Services Supervisor

Challenges and Successes in 2022

Last year held many challenges, many of them centering on turnover of local and regional staff. There were times when it took all our combined effort to keep the doors open and provide services to our communities. This pressure meant that it was sometimes difficult to move forward with regional goals and objectives. Still, there were a number of successes worth celebrating.

In Paynesville, Library Services Coordinator (LSC) Kateri Gruber helped develop a new collection category. Through a donation from the local Lions Club, she purchased skill-building preschool games available for checkout. Kateri worked closely with Patron Services Librarian Connie Laing and Associate Director – Collection Development Jami Trenam as well as other staff. They found high quality, educational games that should stand up to preschoolers' use. They created prompts to guide caregivers on using the games to build literacy and other skills. Through this effort, GRRL has a new category of the collection that will be expandable to other libraries through Locally Growin' or other funding. Best of all, the games have been a success with patrons.

We also started a successful second year of our Literacy Leadership VISTA project. Aden Osman is building on the success of the first year's project by developing staff tools for planning and evaluating programs. These tools are based on programming frameworks like Reimagining School Readiness, the Quality Matters Toolkit, and Making Meaning with Multiple Datasets (M3) evaluation models. Aden is also revising the training materials for GRRL staff. The project goal is to have staff training guides that deliver high quality, literacy-forward programs for youth. This goal aligns with best practices and strategic Diversity, Equity & Inclusion (DEI) initiatives.

Breanne Fruth
Communications & Development Coordinator

Fundraising

The Locally Growin' campaign has begun. This campaign runs March 1 to 31, 2023. The spring fundraiser is a local fundraising effort where 100 percent of the funds raised remain with their respective branch. The branches selected something specific to raise money for, i.e., a program or collection item. The goal is to get patrons excited about supporting their branch and help raise money toward a tangible goal. Here are the branches' goals:

Branch	2023 Goal items	2023 Goal Amount
Albany	Playaway kits; cliprail art/picture hanging system	\$750
Annandale	program supplies	\$400
Becker	STEM circulating & non-circ items	\$1,200
Belgrade	snowshoes	\$750
Big Lake	STEM circulating & non-circ items	\$300
Buffalo	STEM kits for teens, teen trivia, pickle ball kit, Play2Learn	\$2,000
Clearwater	Zoomobile visit; STEM programs	\$1,000
Cokato	Raptor Center; Playaway books	\$750
Cold Spring	Makerspace table	\$1,000
Delano	Summer programming	\$2,000
Eagle Bend	Play2Learn kits, Lucky Day adult books, activity playsets	\$500
Elk River	big books, shelving & bags for big books	\$500
Foley	Zoomobile visit	\$500
Grey Eagle	educational children's activities & books	\$500
Howard Lake	bookshelf signage for new library	\$750
Kimball	program supplies; hours magnets	\$400
Little Falls	children's area	\$1,200
Long Prairie	educational children's activities & books	\$1,000
Melrose	picture book bin	\$1,000
Monticello	STEM kits and supplies, books from National Book Award Nominees	\$1,200
Paynesville	Nintendo Switch gaming system, new board games	\$750
Pierz	Love Walker book set, Lucky Luke book set	\$300
Richmond	picture book bin	\$1,000
Rockford	creature feature funds: Zoomobile, Raptor Center, Reptile & Amphibian Zoo	\$750
Royalton	Zoomobile visit, children's play activity tower, educational children's activities	\$1,000
Sauk Centre	STEAM and nature programs	\$1,000
St. Cloud	Raptor Center, kids STEM creativity station	\$1,500
St. Michael	snowshoes	\$1,500
Staples	Play2Learn kits, adult & children's books, activity playsets	\$700
Swanville	children's programming and supplies	\$250
Upsala	STEAM and nature programs	\$500
Waite Park	outdoor and nature programs, try it yourself kits	\$2,500

In addition, we are seeking businesses and organizations for sponsors of GRRL's Summer Reading Program. Sponsorships are at the following levels: \$500, \$750, and \$1,000. Sponsors of \$1,000+, who notify us before April 4, will receive their business's logo on our book bags. Last year, we purchased 12,000 book bags to be distributed to participants upon sign up. Just as last year, we plan to have one side of the bag with this summer's theme *Find Your Voice!*, and the backside will be our top sponsors' logos. Sponsorships cover the cost of the book bags, along with regional program support.

Communications

The TESTIFY photo gallery display is at the St. Cloud Public Library through the end of March. This opportunity is made possible with Arts & Cultural Heritage Funds from Minnesota's Clean Water, Land, and Legacy Amendment. The display is marketed through press releases, posters and quarter-sheet stuffers, a website homepage story, and having Georgi Page-Smith as a guest on the local radio station WJON.

Communications & Development launched and began promoting NextReads in March. NextReads newsletters are curated by NoveList librarians to cover a diverse range of current and classic titles. Patrons can choose from 24 newsletters that highlight recent releases and buzz-worthy books across a variety of genres and age ranges. Interested in subscribing? Go to tinyurl.com/grrl-nextreads to see a list of newsletter options, view the latest issues, and subscribe to your interests.

GRRL is partnering with Sherburne County Parks and the City of Elk River Parks & Recreation on a poetry project. As we have worked together in the last couple of years on story strolls, we together decided to try something new. We will be hosting a poetry project for ages 0 to 18 to provide a poetry path in the parks featuring children's creative work! This opportunity complements GRRL's Summer Reading Program and will feature the same theme: *Find Your Voice!* Submitted poems will be posted along paths in Elk River's new and improved Orono Park, Sherburne County's Grams Park, Bridgeview Park, and Oak Savanna Park throughout the Summer Reading Program (June through August). The submission date has been extended until the end of April (National Poetry Month).

**Cara Langston
Patron Services Supervisor**

Library Operations

This spring, northern branches are busy preparing for future programming and fundraising. Summer Reading Program planning is underway, and many staff were excited to attend training on themed activities and programming. In addition, Locally Growin' is off to a good start. Library Service Coordinators working in conjunction with regional staff plan for exciting additions to local branches. We are raising money for Playaway kits in Albany, Lucky Day books in Eagle Bend, a Zoomobile visit in Royalton, and educational and STEAM kits in many other locations. It is exciting to see what new things we will be able to bring to our communities with local fundraising!

CSB/SJU Partnership

Recently, I presented on library resources and community collaborations to students in an honors class at the College of Saint Benedict and Saint John's University. The students are looking for a community partner for a research project. Currently, the students will be moving forward with other partners that will better match their research topics. I presented to different students in the previous semester as well. Even though these presentations have not yet led to a partnership, they are still a good way to share library resources and displays with local college students.

Services to Amish Communities

I am also wrapping up research on services to Amish communities. Photo identification use is limited among the Amish. GRRL's requirement for photo identification to register for a library card prohibits many from accessing library materials. Given that the Amish population in Minnesota is expanding, an alternative way of identifying Amish community members may be beneficial. I reached out to local banks, law enforcement, and the Department of Natural Resources (DNR) to see how they verify the

identity of Amish community members. Other organizations use Tax Identification Numbers, birth and marriage certificates, hunting and fishing licenses, and other official documents. The DNR specifically offers driver's license and social security number exemption forms as part of their application process if needed to verify identity. The Todd County Sheriff pointed out that the head of the household is most likely to have an alternate form of ID, like a state imageless ID, but not every adult will have one.

Ryan McCormick
Associate Director – Human Resources

Volunteer Recognition

In 2022, we had 227 volunteers provide nearly 8,000 hours of service in our libraries. Those who volunteered more than 10 hours last year will receive a letter and a small gift during National Volunteer Week in April. We are so grateful for our volunteers, as well as for the St. Cloud Friends of the Library who generously provide the gift.

Staff Trainings

The impacts of COVID, key retirements, and general staff turnover, have led to a backlog of staff in need of basic training and organizational information. We have held two Organizational Orientation sessions so far this year, the first since 2021 and the first in-person since 2019. This training is required for all new staff to learn how public libraries function, how they are structured, and how different departments work together to serve our patrons.

We also have two "Patron Service Power Up" trainings planned for spring. These trainings are one-day events focused on the professional aspects of providing public library service. They are intended for staff who work directly with the public, and include information on topics such as making the library a welcoming space, online resources, GRRL technology, impactful programming, and more. Formerly known as "Shadow Day," we are excited to offer these trainings for the first time since 2019.

Jay Roos
Associate Director – Information Technology

American Rescue Plan Act (ARPA) Meeting Room Equipment

The ARPA meeting room project consists of three basic parts: meeting room TVs, projector carts, and telemeeting laptops. The meeting room TVs are installed in Monticello and St. Cloud. The projector carts are in their libraries in Delano, Howard Lake, Kimball, and Sauk Centre. The laptop portion will make laptops available at libraries with study rooms for patrons for virtual meetings. Those laptops are now in testing at five libraries (Delano, Monticello, Sauk Centre, St. Cloud, and St. Michael) to develop the procedures staff will use to check them out and back in again. The testing period will also allow us to adjust and validate our software operation. After testing and procedures are done, the remaining laptops will be delivered to the other seven libraries (Big Lake, Buffalo, Elk River, Grey Eagle, Little Falls, Long Prairie, and Paynesville).

Firewall Replacement

Information Technology (IT) staff are in the early stages of doing a region-wide firewall replacement this year. Our current firewalls are reaching their end-of-support in a few years. At the same time the manufacturer's practice is to significantly ramp up the annual support contract price as the equipment gets older, and we have reached that point. Finally, there are vulnerabilities found in the VPN

implementation in our current firewalls that are not able to be remediated without a wholesale change in technology. This replacement will be funded by current year Regional Library Telecommunications Aid (RLTA) priority 2 funds and past year remaining RLTA funds.

Telecom Contract

For a very long time, GRRL has been a part of a telecommunications cooperative that was managed by Central Minnesota Educational Research and Development Council (cmERDC). The cooperative managed cooperative purchasing, E-Rate paperwork, and the overall contract and billing. However, cmERDC is no longer able to maintain the cooperative. Instead they have handed off responsibility to the East Central Minnesota Education Cable Cooperative (ECMECC). At the same time, the cooperative's five-year telecommunications contract is up for renewal. ECMECC has undertaken all of the necessary request for proposal (RFP) steps and has selected a vendor for our next contract period. GRRL will be fully switched over from cmERDC to ECMECC when the new contract begins in July. The telecommunications vendor will not change as the State of Minnesota IT Services agency (our current provider) won the contract.

Jami Trenam Associate Director – Collection Development

Expanding the Digital Library

The Digital Library, also known as our OverDrive/Libby collection, wrapped up 2022 with a bang – circulation was 16.5 percent higher than in 2021. While only two months into the new year, all signs point toward continued growth. Digital Library use is trending about 30 percent higher than 2022, well above the increase I expected to see. It will be interesting to see if the growth sustains this pace through the year. We continue to lean on fundraised dollars to support the increased demand.

In 2023, I intend to work with other departments to increase patron and staff awareness around our other online resources beyond OverDrive. GRRL subscribes to several resources that now offer apps. Examples include LinkedIn Learning and Tumblebooks.

Enhancing the Physical Collection of Library Materials

In the past, libraries received a general collection area to focus on for weeding each month. One month might be Juvenile Nonfiction, the next month might be Adult Fiction, and so on. Patron use patterns have changed widely across the region, resulting in each library having unique collection management needs. In November and December 2022, I tried a new approach. Libraries received specific assignments tailored to their branch. This helped target the materials most in need of evaluation more effectively. Based on the results of these initial assignments, Collection Development will continue this tailored approach in 2023.

In late 2022, Collection Development staff explored longer-term collection maintenance plans for libraries with special needs or upcoming building projects. Plans for Waite Park and Eagle Bend rolled out in January and February 2023. I intend to collaborate with Patron Services Supervisors and Library Services Coordinators to create at least three more plans in 2023. The shortlist includes Buffalo and Elk River, but libraries selected may vary depending on need and timing of building projects.

Building Reports March 2023

**Jeannette Burkhardt
Patron Services Supervisor**

Big Lake

There were some damp and damaged ceiling tiles in the women's bathroom after the heavy snows and melting. The city has been out to look, but there is no update at this time.

Buffalo

The library is experiencing some leaking roof issues. There is also the continuing issue of sidewalk shoveling and ice buildup around the east entrance. City maintenance is investigating the possibility of gutters for that entrance. After reviewing recommendations from BKV Group and the re-visioning task force, the City of Buffalo decided any possible expansion of the Buffalo Library will take place in 2035.

Delano

Their handicapped access was not working properly. The issue was resolved in January. Delano's emergency lockdown for the automatic door button has also been an issue. All emergency buttons that call the police have had batteries checked.

Howard Lake

The city council sent out for bids, for a second time, on the new Howard Lake Library building in February. Bid opening took place on Monday, March 6. Overall, the second bid let, with the modifications made after the first bid let, did not meet the expected \$400,000 of cost savings for this project. The council will meet on Monday, March 20 to consider bids and make a decision how or if to move forward with a new Howard Lake Library.

Rockford

The handicapped door switch was not working. This issue has been resolved. Shoveling done by the city to the front door and up to the outside book return continue to be a challenge this winter.

**Brandi Canter
Lead Patron Services Supervisor**

Belgrade

City public works staff added shelving in the adult nonfiction section. This allows us to have more "turnout" books and better merchandise the collection.

Paynesville

In late February, the new library workgroup, including GRRL, met with HCM Architects to discuss the project. We later received a space allowance plan from them that appears to provide the square footage recommended by GRRL in 2021. The next step would be for the city to approve HCM's plan, after which the architects will work on a floorplan and other aspects.

St. Cloud

The library's video relay service was updated in January. The update includes a camera and receiver attached to a monitor. Patrons enter a phone number into the system and their call is directed through an ASL interpreter to expand over-the-phone access to those who are deaf and hard of hearing. The City of St. Cloud also updated the phone line used for alarm notifications. The new cellular line backs up through the city phone system as well. This update should prevent the problematic "failed to test" alarms that we received so many of from December through February.

In early March, we had a power failure in the Automated Materials Handling System (AMHS). Staff scavenged parts from a broken component to get the machine running again. It was a reminder that the AMHS is old and obsolete technology, already well past its intended lifespan.

Waite Park

Early this month, I contacted Shaunna Johnson, City Administrator, explaining that the Waite Park library facility was named in the 2022 Library Development Plan as significantly undersized for the needs of GRRL and the community. The library received the same rating in two previous plans. Because of this, GRRL may need to roll back some services and/or reduce collection areas, as discussed in the November 2022 GRRL Board work session.

Ms. Johnson shared that the current priority for the city is to address space concerns for its Public Safety department. She stated that she and the city are aware of GRRL's space concerns and requested that we document if and how the pandemic influenced our space needs assessment from 2019. I agreed to provide this update and sent a letter reiterating GRRL's concerns about the current space.

We have been working with the City of Waite Park to get a mailbox at the library. Currently we have a PO Box, which is across Division Street from the library and difficult for staff to get to more than weekly. An onsite mailbox would be much more efficient and result in more timely access to newspapers and periodicals for patrons.

Cara Langston
Patron Services Supervisor

Cold Spring

I contacted Kris Dockendorf, the Cold Spring City Administrator, regarding the 2022 Library Development Plan assessment for the Cold Spring Library. The letter sent detailed the ongoing building issues and GRRL's intention to reduce library services at that location until an appropriate alternative is found. During the Tuesday, March 2, city council meeting, the council discussed the library and tasked the city administrator with investigating available plots of land. The council took no formal action and made no decisions regarding the current building.

Eagle Bend

Eagle Bend continues to make steady progress on the museum addition. Work happens based on material and construction staff availability. They plan to complete work this spring.

Little Falls

The Little Falls Library received an MNOSHA complaint regarding bats in the library on February 12. The city responded to the complaint on February 14, explaining the building's status as a historic building

and the fact that the bats themselves are protected species. The service reports for the work done to keep bats out of the building include adding ridge guards, sealing access points, and adding bat doors.

Long Prairie

The city allowed the library to use a meeting space within the building. They are currently investigating furniture, and we hope to have the room available to the public soon.

Sauk Centre

Sauk Centre received the 2022 Library Development Plan letter regarding ongoing issues with the historic windows. The windows frequently allow for weather intrusion and need replacing. At this time, no formal plans are in the works. In addition, on March 6, the library's carbon monoxide detectors alerted city staff to a boiler issue in the building. The library closed for a day to allow for maintenance and to air out the building. Services are now back to normal.

2022 Year-End Campaign

Thank you to all who supported the 2022 Year-End Campaign.

Here are the campaign totals and details:

	<u>2021 Goals</u>	<u>2021 Totals</u>	<u>2022 Goals</u>	<u>2022 Totals</u>
<u>Dollar Amount</u>	\$75,000	\$87,724	\$86,000	\$63,693
<u>Number of Gifts</u>	1,000	765	1,075	778
<u>Board Participation</u>	100%	86%	100%	86%
<u>Staff Participation</u>	17%	11%	15%	7%
<u>Average Gift</u>	\$75	\$114	\$80	\$81

Matching Gift Challenge: Karen sent out an email to staff in early December about her personal gift match challenge. Quoted from her email: "We aim to reach at least 15% staff participation this year and are currently at 1%. To help us achieve this goal, I personally will match every staff donation with a \$15 contribution up to \$600 this year. Any size donation counts - nothing is too big or small. Building a culture of philanthropy is one of our strategic plan objectives. Your contribution signifies how GRRL's staff are committed to being a trusted source of information in Central Minnesota." There were a total of 19 staff members who participated in the challenge by giving.

Planned Gift: At year-end, GRRL received a generous donation of \$98,000 from Dan Christianson. Part of the donation will go towards Pat's Place at the St. Cloud Library, in memory of his late wife and GRRL's past deputy director, Pat Christianson.

Unexpected Major Gift: What also has a significant impact on campaign totals is unexpected major gifts. The total for the 2021 Year-End Campaign, for instance, included a gift of \$20,000 from Charles Ehlen.



Job Title: Member of the Great River Regional Library Board of Trustees

Approved: May 10, 2011; reviewed April 18, 2017 & March 16, 2021

Authority: Minnesota Revised Statutes section 134.20

Summary: Members of the Great River Regional Library Board of Trustees provide direction and vision for the organization.

This job description is a guide outlining the responsibilities of GRRL Board of Trustees members. The GRRL Board reserves the right to revise job responsibilities as needed to conform to Minnesota law and the most current version of the GRRL Bylaws.

Basic Responsibilities of GRRL Board of Trustees:

- Determine mission, vision and purpose. Also periodically review the mission and vision statements to ensure they accurately reflect the library's goals and purposes given the demands of the patrons served.
- Adopt bylaws and policies as appropriate to fulfill the regional library purpose.
- Work to ensure adequate financial resources are secured for the organization to fulfill its mission, vision and purpose.
- Protect assets and provide proper financial oversight by developing the annual budget and ensuring that proper financial controls are in place.
- Select, support and evaluate the director. The board should employ the best qualified person for the position of director. The board should ensure that the director has the moral and professional support he or she needs to further the goals of the organization.
- Ensure effective planning by actively participating in overall strategic plan process and monitoring the plan's goals.
- Ensure legal compliance and ethical integrity. The board is ultimately responsible for adherence to legal standards and ethical norms.
- Enhance the organization's public standing. The board should clearly articulate the organization's accomplishments to the public and work to garner support from the community.
- Build a competent board. All boards have a responsibility to articulate prerequisites for candidates, orient new members, and periodically and comprehensively evaluate their own performance.

Individual GRRL Board Member Responsibilities:

- Attend board and committee meetings and functions, such as special events.
- Be informed about the organization's mission, services, policies, and programs.
- Review agenda and supporting materials prior to board and committee meetings.
- Serve on board committees and offer to take on special assignments or appointments.
- Make a personal financial contribution to the organization as personal situations allow.
- Suggest possible nominees to the board who can make significant contributions to the work of the board and the organization.
- Keep up-to-date on significant developments in the library field.
- Follow conflict-of-interest and confidentiality policies.
- Refrain from making special or burdensome individual requests of the staff except through the director. Adhere to appropriate board member/staff roles.
- Assist the board in carrying out its fiduciary responsibilities, such as reviewing the organization's annual financial statements.

Personal characteristics desired for GRRL Board Members:

- Ability to: listen, analyze, think clearly and creatively, work well with people individually and in a group.
- Willing to: prepare for and attend board and committee meetings, ask questions, take responsibility and follow through on a given assignment, contribute personal and financial resources in a generous way according to circumstances, open doors in the community, and evaluate oneself.
- Develop certain skills if you do not already possess them, such as to: cultivate and solicit funds, cultivate and recruit board members and other volunteers, read and understand financial statements, and learn more about the substantive program areas of the library.
- Possess: honesty, sensitivity to and tolerance of differing views, a friendly, responsive, and patient approach, community-building skills, personal integrity, and a sense of humor.



FUND DEVELOPMENT COMMITTEE MEMBER

Date Approved: 01/15/19

Date of Last Revision:

SUMMARY

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

PRIMARY RESPONSIBILITIES

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

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

QUALIFICATIONS

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

COMMITMENT

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



Code of Conduct for the Great River Regional Library Board of Trustees and Committees

Great River Regional Library Board of Trustees is to represent the Library to the people and to governing officials. The GRRL Board President appoints individuals to committees based on GRRL bylaws. Each committee has specific staff assigned and designated to support its function. The function and reporting relationship to the Board will vary from committee to committee.

Great River Regional Library is a **PATRON CENTERED** organization, and we express this commitment through three Core Values:

EXCEPTIONAL SERVICE

- We are an empowered, knowledgeable staff.
- We speak and act with honesty and integrity.
- We operate with respect for all, and appreciate our opportunity to serve.
- We provide free and equal access to information.

FORWARD THINKING

- We challenge ourselves to always do better.
- We explore innovation and new ideas.
- We are responsive to a changing world, and will build on past success.
- We promote lifelong learning.
- We anticipate future service needs.

COMMUNITY FOCUS

- We build trust with one another, and operate as a team.
- We communicate openly.
- We create partnerships throughout the communities that we serve, to promote our libraries and services.
- We are inclusive, and embrace diversity.

In alignment with these values, the GRRL Board expects committee members to maintain a respectful work and public service environment. Members of the GRRL Board and all GRRL committees shall act in a professional, respectful, lawful manner at all times while performing their duties, and any time they are representing the library system. The GRRL Board will not tolerate disrespectful or unprofessional behavior towards patrons, members of the public, employees or elected officials.

The following rules of conduct shall apply to all GRRL Board meetings and GRRL Board appointed committee meetings:

Meeting Operation

- Adopt Robert's Rules of Order for the conduct of meeting business. Assemble an agenda to guide the business of the meeting.
- Each chairperson is responsible, along with the members, with ensuring the members adhere to these rules of conduct. This includes the holding of a conversation with any members not adhering to the Code of Conduct. If inappropriate behaviors are not resolved, then the member may be subject to removal by their appointing authority for misconduct or neglect.
- Chairpersons shall be consistent with process.

Member Decorum

- Members respect the majority vote of body and do not undermine or sabotage implementation of policies and rules passed the majority.
- Members respect, and do not belittle, the minority opinions and votes of members who are not part of the majority vote on key issues.
- Members respect the dignity of all individuals.
- Members allow citizens, staff members and colleagues sufficient opportunity to present their views. Be tolerant, respectful and attentive. Avoid comments, body language or distracting activity that conveys disrespect for presentations from citizens, staff or colleagues.
- Members are respectful when there are differences of opinion and listen openly to all members' points of view.
- Members refrain from using profane, threatening or abusive language.
- Members are courteous in their dealings and do not interrupt other members, the staff or citizens when they are speaking.
- Members focus on issues, not personalities and avoid questioning motives.
- Members recognize the interdependency of the committee and the professional staff.
- Members praise in public and critique in private.

Revision History

Approved May 18, 2021



GRRL Data Practices Policy Update

Submitted by Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

Information
 Discussion
 Approve/Accept

RECOMMENDATION

Approve policy updates to 100 Administration Chapter 5. Data Practices.

BACKGROUND INFORMATION

Supporting Documents Attached:

- Markup of Administration Chapters 5A. Data Practices Policy for Data Subjects and 5B. Data Practices Policy for Members of the Public

Update charges for data practices requests to align with actual costs to GRRL.

FINANCIAL IMPLICATIONS

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

ACTION

Passed Failed Tabled

100 Administration Chapter 5. Data Practices

5A. Data Practices Policy for Data Subjects

Copy Costs - Data Subjects

GRRL charges members of the public for copies of government data. These charges are authorized under Minnesota Statutes, section 13.03, subdivision 3(c).

You must pay for the copies before GRRL will give them to you.

For 100 or Fewer Paper Copies – 25 cents per page

100 or fewer pages of black and white, letter or legal size paper copies cost 25¢ for a one-sided copy, or 50¢ for a two-sided copy.

Most Other Types of Copies – Actual cost

The charge for most other types of copies, when a charge is not set by statute or rule, is the actual cost of searching for and retrieving the data, and making the copies or electronically transmitting the data (e.g., sending the data by email).

In determining the actual cost of making copies, GRRL factors in employee time, the cost of the materials onto which GRRL is copying the data (paper, CD, DVD, etc.), and mailing costs (if any). If your request is for copies of data that GRRL cannot reproduce itself, such as photographs, GRRL will charge you the actual cost GRRL must pay an outside vendor for the copies.

The cost of employee time to search for data, retrieve data, and make copies is ~~\$17.44~~ [\\$22.58](#) per hour.

If, because of the subject matter of your request, GRRL finds it necessary for a higher-paid employee to search for and retrieve the data, GRRL will calculate the search and retrieval portion of the copy charge at the higher salary/wage.

5B. Data Practices Policy for Members of the Public

Copy Costs - Members of the Public

GRRL charges members of the public for copies of government data. These charges are authorized under Minnesota Statutes, section 13.03, subdivision 3(c).

You must pay for the copies before GRRL will give them to you.

For 100 or Fewer Paper Copies – 25 cents per page

100 or fewer pages of black and white, letter or legal size paper copies cost 25¢ for a one-sided copy, or 50¢ for a two-sided copy.

Most Other Types of Copies – Actual cost

The charge for most other types of copies, when a charge is not set by statute or rule, is the actual cost of searching for and retrieving the data, and making the copies or electronically transmitting the data (e.g., sending the data by email).

In determining the actual cost of making copies, GRRL factors in employee time, the cost of the materials onto which GRRL is copying the data (paper, CD, DVD, etc.), and mailing costs (if any). If your request is for copies of data that GRRL cannot reproduce itself, such as photographs, GRRL will charge you the actual cost GRRL must pay an outside vendor for the copies.

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If, because of the subject matter of your request, GRRL finds it necessary for a higher-paid employee to search for and retrieve the data, GRRL will calculate the search and retrieval portion of the copy charge at the higher salary/wage.



GRRL Payment Card Industry Data Security Policy Update

Submitted by Jay Roos, Associate Director – Information Technology

BOARD ACTION REQUESTED

Information
 Discussion
 Approve/Accept

RECOMMENDATION

Approve policy updates to 600 Technology Chapter 6. Payment Card Industry Data Security.

BACKGROUND INFORMATION

Supporting Documents Attached:

- Markup and clean versions of Technology policy Chapter 6. Payment Card Industry Data Security

Due to the high fees and low utilization of our credit card payment terminals, GRRL removed the machines. All payments are now online only. Therefore, we no longer need policy 6B. Equipment Protection. Policies related to payment terminals that GRRL no longer has need to be removed, and the remainder of Chapter 6 will be renumbered.

FINANCIAL IMPLICATIONS

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

ACTION

Passed Failed Tabled

600 Technology Chapter 6. Payment Card Industry Data Security

6A. Primary Account Number Security

Great River Regional Library staff shall not record full payment card numbers on paper or in digital form. Staff may assist patrons with the use of our payment terminals or web payment system, but the patron's payment card must never leave their presence.

Approved Date: 07/16/19

Effective Date:

Revised Date:

~~6B. Equipment Protection~~

~~6B.1. Device List~~

~~A full list of all Point-of-Interaction devices in use must be maintained. The list is to be promptly updated at the time any changes occur. The official list is to be kept by the Accounting Department.~~

~~6B.2. Point of Interaction Device Inspection~~

~~Periodic inspections of Point-of-Interaction terminals are to take place at regular intervals, with no more than three months passing between inspections. On-site personnel receive training on how to properly perform Point-of-Interaction device inspections and to recognize signs of tampering. If signs of tampering or damage are found, appropriate steps are taken according to the incident response plan.~~

~~Approved Date: 07/16/19~~

~~Effective Date:~~

~~Revised Date:~~

6BC. Third-Party Management

~~6C~~6B.1. List of Third-Parties

The GRRL Accounting Department is to maintain a current list of connected third-parties with details of whether they have direct access to the cardholder environment. This is to clearly denote which third-parties have privileged access and so special attention may be paid to them during session monitoring. The list of third-parties is to also include their PCI compliance status and date of, whether they have accepted by their acquiring bank or VISA or have performed a SAQ (whichever is applicable to their Level as defined above). The list must contain information about which PCI DSS Requirements, if any, are managed by each third-party. A written agreement is also maintained with respect to service providers that store, process, transmit, or impact the security of cardholder data. This agreement also includes an acknowledgment that the service provider is responsible for the security of cardholder data.

~~6C~~6B.2. PCI Compliance Status

The status of connected third-parties achieving PCI compliance is to be reviewed annually. All third-parties with direct access to the cardholder environment must obtain PCI compliance or have an official exception provided by their acquiring bank or VISA. Should a third-party with privileged access not have obtained this compliance status, they are to document in writing their efforts in

doing so with the target completion date. Great River Regional Library is to monitor the compliance efforts of these third-parties. The status will be reviewed annually and documented by the Accounting Department. An email will be sent to the Executive Director and Associate Director of IT verifying that the review was completed.

~~6C6B~~.3. Due Diligence

Prior to engaging any third-party service provider, the GRRL Accounting Department will obtain validation of their PCI DSS compliance status and information about which PCI DSS requirements, if any, are managed by the service provider. Third-parties that have not achieved PCI DSS compliance will not be considered.

Approved Date: 07/16/19

Effective Date:

Revised Date:

600 Technology Chapter 6. Payment Card Industry Data Security

6A. Primary Account Number Security

Great River Regional Library staff shall not record full payment card numbers on paper or in digital form. Staff may assist patrons with the use of our payment terminals or web payment system, but the patron's payment card must never leave their presence.

Approved Date: 07/16/19

Effective Date:

Revised Date:

6B. Third-Party Management

6B.1. List of Third-Parties

The GRRL Accounting Department is to maintain a current list of connected third-parties with details of whether they have direct access to the cardholder environment. This is to clearly denote which third-parties have privileged access and so special attention may be paid to them during session monitoring. The list of third-parties is to also include their PCI compliance status and date of, whether they have accepted by their acquiring bank or VISA or have performed a SAQ (whichever is applicable to their Level as defined above). The list must contain information about which PCI DSS Requirements, if any, are managed by each third-party. A written agreement is also maintained with respect to service providers that store, process, transmit, or impact the security of cardholder data. This agreement also includes an acknowledgment that the service provider is responsible for the security of cardholder data.

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The status of connected third-parties achieving PCI compliance is to be reviewed annually. All third-parties with direct access to the cardholder environment must obtain PCI compliance or have an official exception provided by their acquiring bank or VISA. Should a third-party with privileged access not have obtained this compliance status, they are to document in writing their efforts in doing so with the target completion date. Great River Regional Library is to monitor the compliance efforts of these third-parties. The status will be reviewed annually and documented by the Accounting Department. An email will be sent to the Executive Director and Associate Director of IT verifying that the review was completed.

6B.3. Due Diligence

Prior to engaging any third-party service provider, the GRRL Accounting Department will obtain validation of their PCI DSS compliance status and information about which PCI DSS requirements, if any, are managed by the service provider. Third-parties that have not achieved PCI DSS compliance will not be considered.

Approved Date: 07/16/19

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