

HR Department

We're here to help!



Dezra Rittmann – HR Generalist

Staff training and development opportunities, training recordkeeping in ADP, staff recognition, mentoring program, new hire orientation, recruitment



Ryan McCormick – Associate Director - HR

Compliance and regulations, employee relations, OSHA recordkeeping, performance management system, labor relations, budget, strategic planning

HR Department

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Year	FTE
2023	134.331
2022	135.454
2021	136.026
2020	138.028
2019	138.353
2018	138.516
2017	138.850
2016	139.579
2015	139.668
2014	140.899

Full-time Equivalent: unit of measurement used to calculate number of full-time hours worked by all employees. (40 hours/week = 1.0 FTE)

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Indicator	2016	2017	2018	2019	2020	2021	2022
Average Number of Staff	273	277	276	273	250	236	237
Total FTEs	139.579	138.85	138.516	138.353	138.028	136.026	135.454
Total Substitutes	32	34	34	37	20		21
Total Benefit Eligible Staff (30 hrs per week)	58	57	63	62	62	62	64
Turnover	18.33%	18.06%	14.51%	16.50%	20.00%	20.34%	21.52%

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2023 Priorities

- Get accustomed to new roles
- Ensure collaboration and efficiency with Payroll Department
- Revamp Orientation Program
- Resume Organizational Orientation, Patron Power Up, Most Staff Day
- Evaluate new benefit structure

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Staff Recognition

Years of Service	Gift
Day One	Tote Bag
One	Water Bottle
Three	Journal
Five	Blanket
Ten	Collapsible Cooler
Fifteen	Stainless Steel Mug
Twenty	Gift Card
Twenty-Five	Gift Card
Thirty	Gift Card
Thirty-Five	Gift Card

PROGRAMS



3,093
programs & events

76,763
program attendees

The Summer Reading Program and Winter Reading Program were available to patrons both in their local library and online through the Beanstack app.

12,373
children & teens
participated in
Summer Reading
Program



2,655
teens & adults
participated in
Winter Reading
Program

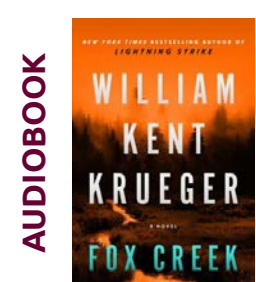


Additional programs and events region-wide were storytimes and book clubs. Also, we offered numerous programs that were made possible with the Arts & Cultural Heritage Funds from Minnesota's Clean Water, Land, and Legacy Amendment.



MOST POPULAR CHECKOUTS

Of all the items borrowed this year, these were the most popular.



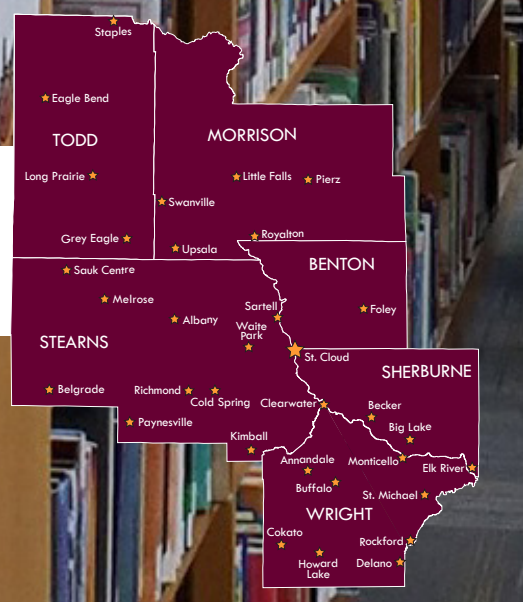
2022 ANNUAL REPORT



BUILDING A CULTURE OF LITERACY



GRRL Vision: The Neighborhood Gateway:
Inspiring Central Minnesota to shape the future
through exploration, knowledge and connection.



2022 HIGHLIGHTS



Great River Regional Library announced that the library system was to go Fines Free in 2022! Beginning January 2, no fines accrue on overdue materials. 2019 was the start of our elimination of overdue fines leading with children's and teen materials. Our main goal for this expansion is to reduce the financial barrier that may prevent patrons from accessing library materials. This change also gives our staff more time to assist library users. Library cardholders are responsible for returning or renewing their checked-out materials by the due date so other patrons can enjoy them.

GRRL2GO locker system at the Sartell Community Center was replaced in June 2022 and had a newly designed wrap installed. The system expanded from 44 to 54 lockers. GRRL entered a new six-year contract with the City of Sartell and changed to a lease agreement with the manufacturer for the locker system. Borrowers of the locker system keep increasing, and we continue to receive positive feedback from the users.



WiFi2GO, the library's mobile hotspot service, expanded to 180 devices circulating around the region in September 2022. Devices can be checked out for a one or three-week period. WiFi2GO service began as a need during the pandemic, but it has since expanded due to its popularity!

BY THE NUMBERS

Fines Free started 2022 off as an exciting year! We welcomed many new and old faces into the library, answered many questions, and users checked out tons of items. Here is an overview of our year:



FINANCIAL OVERVIEW

REVENUE

County & City Agreements.....	\$7,281,947
Patron Receipts.....	\$105,268
Grants & State Aid.....	\$1,660,390
Interest & Other Receivables...	\$117,200
Gifts & Donations.....	\$347,052
Cash Reserves.....	\$716,295
Total Revenue.....	\$10,225,152

EXPENSES

Salaries & Benefits.....	\$7,394,430
Library Materials.....	\$1,065,130
Operating & Other Expenses....	\$954,923
Grant & Fund Balance.....	\$648,496
Capital Investments.....	\$79,504
Patron Programming & Communications.....	\$213,439
Total Expenses.....	\$10,355,922

2022 Board of Trustees

- | | |
|---------------------|------------------|
| Ed Popp* | Benton County |
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| Jayne Dietz | Sherburne County |
| Mary Eberley | Sherburne County |
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| Wayne Bauernschmitt | Wright County |
| Melissa Fee | Wright County |
| Christine Husom* | Wright County |
| Jacey Wallace | Wright County |

*County Commissioners

THANK YOU TO OUR DONORS

2022 Scholar-level (\$1,000+) donors:

- Bernatello's Foods
- Bernie Berns
- Blattner Company
- Central MN Noon Optimist Club
- Clearwater Lions
- Charles P. Ehlen
- Denis and Susanna Hynes
- Gwen and Mark Kranz
- High Points Networks, LLC
- Infinite Eye Care
- Marilyn Savage
- Mark and Ann Thelen Trust
- Marksman Metal Company
- Rockford Lions Club
- St. Cloud Reading Room Society and several anonymous donors



Fines Free at GRRL

Board of Trustees Meeting
March 21, 2023

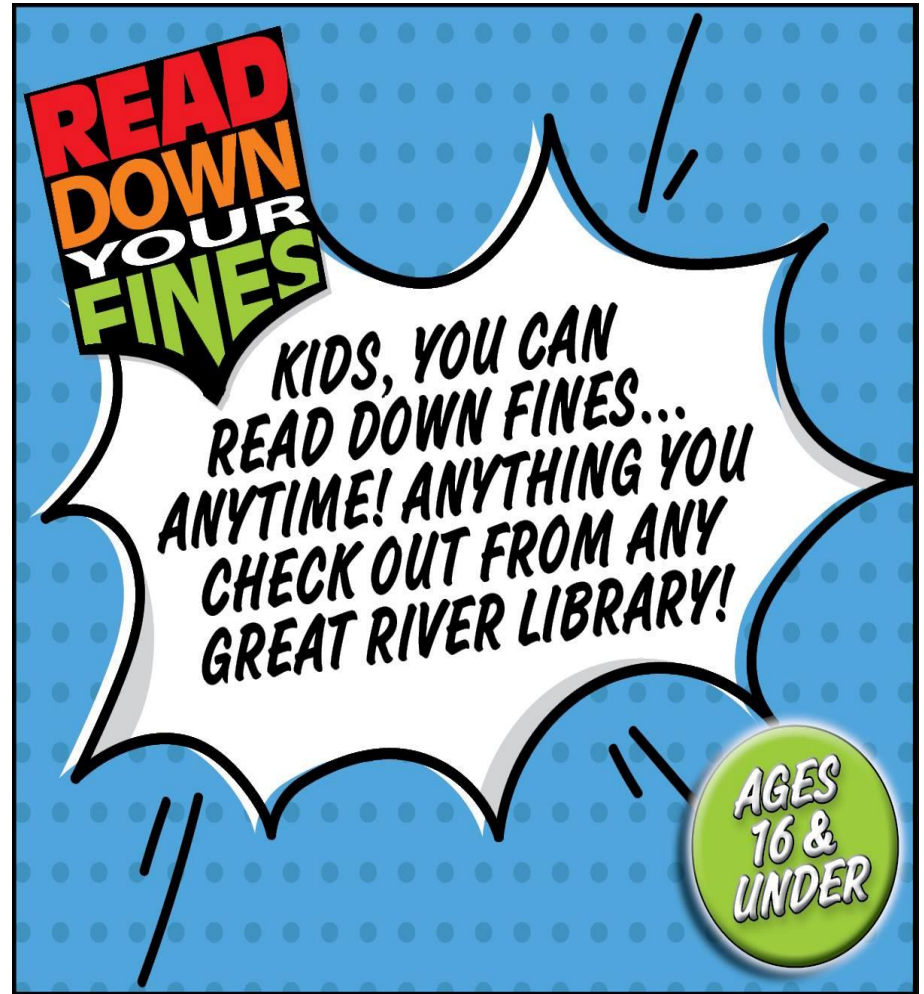
Why go fines free?



- Eliminate barriers to access
- Increase public goodwill and circulation
- Fines were no longer a reliable revenue source
- Recommendation of DEI Workgroup, feedback from 2018 User/Nonuser survey, part of our Strategic Plan

How it began

June 2013: First Read Down Your Fines (RDYF) events for juvenile accounts. Funding for this effort came from donations raised through an RDYF campaign.





July 2018: GRRL Board approves Patron Amnesty proposal (aka Fines Forgiveness)

Sept 15-22, 2018: Fines Forgiveness Event.

A LOT of materials were returned and we built goodwill with our communities.

June 2019: GRRL went fines free for juvenile and young adult items.

- Increased circulation of juvenile items
- Lots of happy patrons
- At the same time, we expanded our popular Read Down Your Fines to all ages.



Photo by nappy from Pexels

Preparation for Going Fully Fines Free

- **July 2021:** GRRL Board approved 2022 budget, which included shift to fines free
- **September 2021:**
 - GRRL Board approved Patron Services Policy shift to fines free
 - IT updated Horizon so that accounts with items more than 10 days overdue would not be able to check out further items.
 - Announced fines free effort at Friends Meet Friends and Donor Appreciation events

Preparation for Going Fines Free

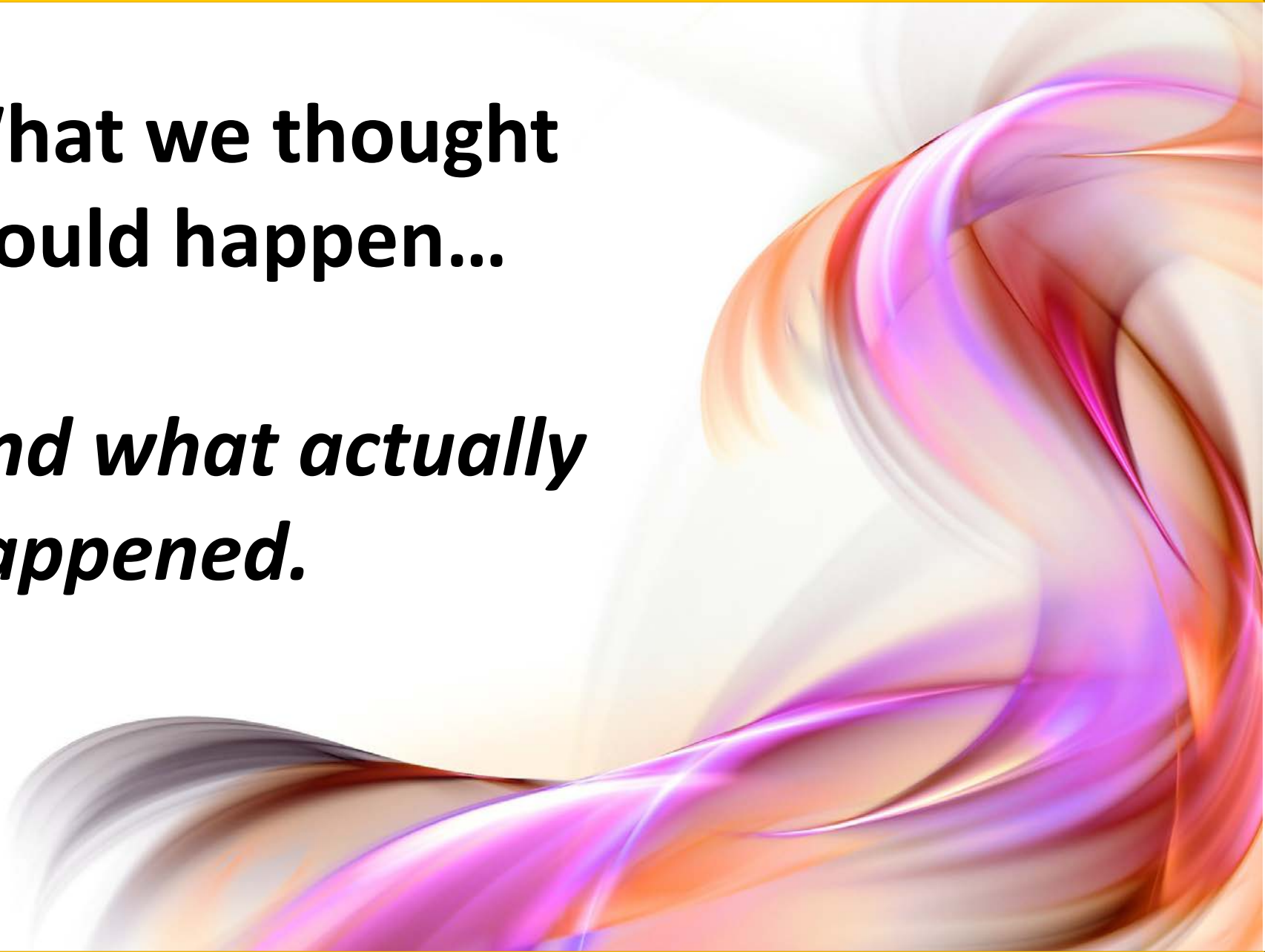
- **October 2021:** Communication Development department develops press kit for regional and local staff use
- **October 2021 – January 2022:** Fines Free was the theme for the GRRL Year End Campaign.
 - Donors made 1,075 gifts for a total of \$86,000.
 - The average gift was \$81.
- **November 2021:** GRRL Board approved waiving existing fines & lost processing fees on all patron accounts

Implementation

- **January 2022:**
 - Updates to griver.org and staff intranet pages to reflect being fines free,
 - ComDev begins public communication, including billboards, to announce to our communities that GRRL is fines free, and
 - Great media coverage in Star Tribune, St. Cloud Times and KARE 11 TV.
- **February – July 2022:** Minimal concerns from patrons or difficulties for staff
- **August 2022:** Billing threshold dropped to \$10

**What we thought
would happen...**

***And what actually
happened.***



Borrower Numbers

We hoped for an increase in borrower numbers.

Instead, statistics show an overall decline.

We do not *yet* see evidence of families moving away from single-card practice.



Overall Circulation



We hoped for an increase in items checked out.

Statistics still show an overall decline. But our experience with juvenile fines free suggests it might be too soon yet for an accurate analysis.

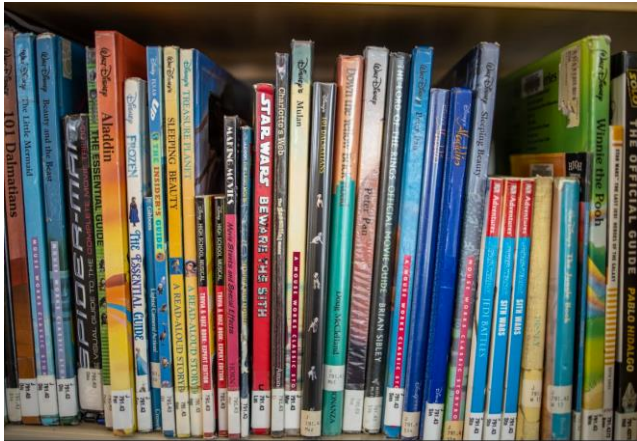
Budget Impact – start up costs

The BOT approved waiving up to \$410,000 in outstanding fines and fees on January 3, 2022 as part of going fines free.

The actual cost was \$21,600 less and positively impacted 40,500 patron accounts.



Budget Impact - Revenue



We anticipated a drop in revenue through Miscellaneous Receipts.

Revenues were higher than expected due to miscellaneous fees (e.g. printing) and lost materials billing.

Collection Impact – Returned Items



Based on experiences in other library systems, we expected that patrons would continue turning items in mostly on time.

This was our experience as well.
We did change practice to repurchase items set to lost more quickly.

Collection Impact - Requested Items

There was a concern that high-demand items (those with a lot of requests) might not be turned in at the same rate.

There was not a significant increase in return time for these items.



Update Billing Processes

Our intent was make sure patrons were billed for items they didn't return.

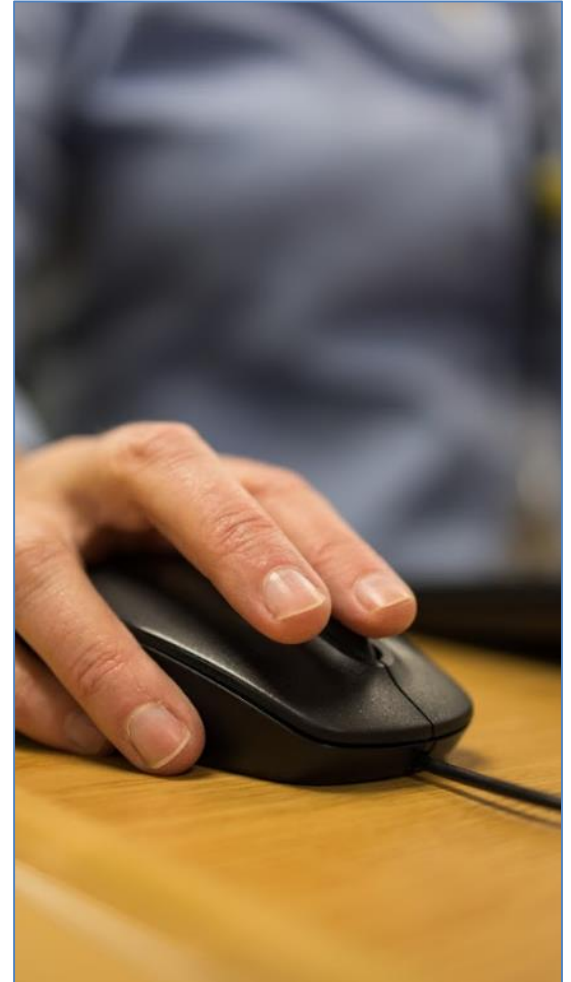
We changed our process to bill for lower-cost items, and then we discovered that we had a high number of inaccurate patron addresses in our database.



Problem-Solving Our Address Database

We identified an issue with bad addresses that had been masked before going fines free.

We are working with Unique Management Services to develop a service that will clean our address database before they send a bill to our patrons.



Borrower Satisfaction

We thought our borrowers would appreciate the trust we place in them to use and return library items.



We were right about that.

What's Next?



- Continue monitoring impact
- Explore new ways to notify patrons when items are overdue
- Future policy recommendations
 - *Increase renewals from 2 to 3*
 - *3 week loans for DVDs*
- User Survey in Spring 2023



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