

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

Board of Trustees Meeting
Tuesday, November 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.

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|---|------|
| 1. Call to Order | 6:00 |
| 2. Adoption/Amendment of Agenda | 6:01 |
| 3. Approval of Minutes – September 19, 2023, Board Meeting (Requested Action – Approve) pg 3 | 6:02 |
| 4. Public Open Forum | 6:03 |
| 5. Financials | 6:13 |
| 5.1 Bills (emailed) and Addendum (emailed) (Requested Action – Approve) | |
| 5.2 Financial Reports (emailed) (Requested Action – Accept) | |
| 5.3 Current Letter of Credit Designations (Requested Action – Approve) pg 9 | |
| 6. Consent Agenda (Requested Action – Approve) | 6:15 |
| 6.1 Other | |
| 7. Communications | 6:15 |
| 7.1 Arts & Cultural Heritage Fund FY2022 Interim Progress Report pg 17 | |
| 7.2 Minnesota Library Association 2024 Legislative Priorities pg 23 | |
| 7.3 Other | |
| 8. Presentations | 6:18 |
| 8.1 Year-End Campaign & Planned Giving (verbal) | |
| 9. Staff Reports | 6:35 |
| 9.1 Executive Director’s Report pg 25 | |
| 9.2 Management Reports pg 27 | |
| 9.3 Building Reports pg 35 | |
| 9.4 Third Quarter 2023 Strategic Plan Objectives & Key Results pg 39 | |
| 9.5 Staff Recognition Report pg 47 | |
| 9.6 Employee Engagement and Internal Communication Survey Summary pg 49 | |
| 9.7 Other | |
| 10. Committee Reports | 6:50 |
| 10.1 Finance Committee (verbal) | |
| 10.2 Personnel Committee (verbal) | |
| 10.3 Central Minnesota Libraries Exchange Board (verbal) | |

11. Unfinished Business	7:00
11.1 Collection Development Policy Final Draft (Requested Action – Approve) pg 67	
11.2 Other	
12. New Business	7:10
12.1 St. Michael Open Hours Adjustment pg 81	
12.2 Executive Director Annual Evaluation Summary (verbal)	
12.3 Farewell to Departing Members	
12.4 Other	
13. Board Open Forum	7:15
14. Next Meeting – January 16, 2024, Board of Trustees	7:19
15. Adjournment	7:20

**GREAT RIVER REGIONAL LIBRARY
BOARD OF TRUSTEES MINUTES
September 19, 2023**

The Great River Regional Library (GRRL) Board of Trustees regular meeting was called to order by President Ed Popp on Tuesday, September 19, 2023, at 6:05 p.m. in the St. Cloud Public Library Mississippi Room.

Members Present: Al Amdahl, Wayne Bauernschmitt, Tina Diedrick, Jayne Dietz, Mary Eberley, George Fiedler, Lisa Fobbe, Leigh Lenzmeier, Ed Popp, Jacey Wallace

Members Excused: Zurya Anjum, Tim Denny, Melissa Fee, Lynn Grewing, Randy Winscher

GRRL Staff Present: Ryan McCormick, Karen Pundsack, Jami Trenam, Patricia Waletzko

ADOPTION/AMENDMENT OF AGENDA

Executive Director Karen Pundsack requested the Personnel Committee action items be added to the Board agenda under Committee Reports. The Committee did not meet due to lack of quorum. Also, item 12.3 Labor Negotiations Discussion Closed Session was moved to take place after the Public Open Forum due to availability of legal counsel.

Lisa Fobbe made a motion to adopt the agenda as amended. Seconded by Mary Eberley, the motion carried unanimously.

APPROVAL OF MINUTES

Mary Eberley made a motion to approve the July 18, 2023, Board meeting minutes as presented. Seconded by Tina Diedrick, the motion carried unanimously.

Tina Diedrick made a motion to approve the July 18, 2023, Finance Committee meeting minutes as presented. Seconded by Jayne Dietz, the motion carried unanimously.

PUBLIC OPEN FORUM

Peter Wilson from Sartell stated pornography doesn't belong in libraries. There is a need to look at why something exists and what its true source or document is. Going forward he wants to see more appropriate books that give people a different view; let them read reality.

Sandy Klocker from Avon talked about the Socialism Conference that took place earlier this month, expressed concern about what took place there, read quotes from ALA President Emily Drabinski, and played a recording. Sandy closed by asking if we are a library or social organization.

Margaret Starry from Sartell stated pornography hurts children, and protecting them should be every adult's number one priority. We are inundated with information that portrays sexual exploitation as normal. This divides those who want healthy children and degrades a child's emotional and mental wellbeing. She also quoted Ted Bundy on his experience with pornography.

Lori Moulds from St. Cloud said she is not here to ban books, but to implore that library decision makers listen to tax paying constituents who fund the library. She supports freedoms and added that

responsibility comes with them. After sharing a story involving young girls, she stated children need to understand context with help from an adult.

Dr. Deb McCarl from St. Cloud was an OB/GYN. Family members taught her a love for reading and to use the library as a resource. She commented censorship is often aimed at minority people. Her hope is that parents are involved with children to select appropriate books. Deb feels strongly that the community library needs to be a resource for all and added a thank you to the library.

Labor Negotiations Discussion – Closed Session

Tina Diedrick made a motion to close the Board meeting at 6:24 p.m. pursuant to Minnesota Statute 13D.03 Closed Meetings for Labor Negotiations Strategy. Seconded by Mary Eberley, the motion carried unanimously.

Present for the closed session discussion were the Board members, Executive Director Karen Pundsack, Associate Director – Human Resources Ryan McCormick, and attorney Susan Hansen of Madden Galanter Hansen PLLC via telephone.

Al Amdahl made a motion to resume the open meeting at 6:56 p.m. Seconded by Wayne Bauernschmitt, the motion carried unanimously.

FINANCIALS

Bills

Financial Reports

Current Letter of Credit Designations

Mary Eberley made a motion to approve and accept the August and September list of bills, September bills addendum, July financial report, and current letter of credit designations as presented. Seconded by Tina Diedrick, the motion carried unanimously.

CONSENT AGENDA

Regional Library Basic System Support FY2023 Report of Results

Regional Library Telecommunications Aid FY2023 Final Report

Regional Library Telecommunications Aid FY2024 Application

All Staff Day Closure Request

Lisa Fobbe made a motion to approve the Consent Agenda items as presented. Seconded by Mary Eberley, the motion carried unanimously.

COMMUNICATIONS

Library Services & Technology Act Grant Notification

GRRL did not receive the LSTA grant that was applied for in July.

PRESENTATIONS

GRRL Public Website Improvements

One of this year's projects was to make the GRRL public website more accessible. Karen Pundsack reminded the Board of the goal to have quarterly Diversity, Equity & Inclusion (DEI) presentations from staff and introduced Web Developer Jonathan Lahr.

Jonathan informed the Board that the new website design was finished in August 2022. Ideas were used from patron feedback and GRRL's strategic goal to maximize digital tools and website accessibility. He stated Graphic Designer Bernadette Stephenson helped with the new design. The website was projected

for Board members to view. Pull-down menus and search options were demonstrated, and the following improvements were pointed out.

- More visible content, increased font size, and improved color contrast.
- Auditory capability and keyboard navigation.
- Quick links added based on website usage.

It was also noted that accessibility is long-term process, so improvements will continue as standards change. Jonathan replied to questions about alternate language availability and the print from home function. The Board expressed thanks for the presentation.

STAFF REPORTS

Executive Director's Report

Management Reports

Building Reports

Summer Reading Program Statistics

Karen Pundsack reported GRRL has been working with the City of St. Cloud to fix the library parking lot lights. This week, four fixtures in the library building awning were replaced. The city ordered replacement fixtures for the parking lot lights, but it may take four weeks to receive them. Associate Director – Human Resources Ryan McCormick is in the process of ordering high-powered flashlights for staff who work closing shifts at the St. Cloud library.

COMMITTEE REPORTS

Personnel Committee

Communications & Development Position Descriptions Revisions

Ryan McCormick provided background information for the Communications & Development position descriptions revisions. They reflect current responsibilities and have been transferred to the updated template. An edit was noted for the Collection Development Assistant description under Primary Duties and Responsibilities; the words “and copy” need to be added to statement number six.

Automobile Usage Policy Revision

The current Automobile Usage policy, which blends policy and process, is complex. As a result, staff mileage reimbursement has not been consistent. The Labor Management Committee worked to simplify the policy and treat staff the same. This revision makes it easier for staff to pick up sub shifts in other branches and is more generous. It will be effective January 2024 for all non-union staff. Management will negotiate the policy revision with the collective bargaining units.

Drug and Alcohol Testing Policy Update

Ryan McCormick explained that the Drug and Alcohol Testing policy updates and title change reflect the legalization of cannabis in Minnesota. This policy is effective immediately.

Jayne Dietz made a motion to approve all Personnel Committee action items, including the July 18 meeting minutes, as presented. Seconded by Mary Eberley, the motion carried unanimously.

Fund Development Committee

Connie Crane, Pat Hontos, and Joanne Kudrna are new Fund Development Committee members. Karen Pundsack provided a bit of background for each. Members continue to look for ways to grow the Committee. The Year-End Campaign will kick off soon; there will be a presentation at the November Board meeting.

Collection Development Committee

Wayne Bauernschmitt reported the Collection Development Committee has worked on updating the Collection Development policy and Request for Reconsideration process. Policy draft revisions included making some language more straightforward and adding the First Amendment as a key point. The group had discussions about movies and following their rating, reconsideration requests, and how many Board and staff members would be on a review committee. Community standards are also being explored. The revised policy draft, process updates, and other Committee work will be presented at the Board's October work session.

Wayne commented that GRRL staff take this topic very seriously and provided a lot of key input. In reply to questions, the Board was informed they will receive a policy draft before the work session. Any concerns or thoughts should be submitted to the committee or brought to the meeting for discussion.

Karen Pundsack mentioned concerns have come up about how the public open forum works. Typically, a work session does not include a public forum, so the October meeting would not have one. Current guidelines were set by Board action in 2009 and would need Board action to change. Meeting information is posted on the public website when Board members receive their information. Members of the public may comment or send feedback about policy changes to the Board via the website.

Central Minnesota Libraries Exchange (CMLE) Board

Jayne Dietz reported Melissa Brechon is doing well as interim CMLE Executive Director. New CMLE Board officers will be elected tomorrow. Many items are being worked on: financial issues, audit continuation, budget revisions due to additional funding, board liability insurance, and virtual reality kits. She also mentioned they need to fill open board positions and hire a person to manage the website.

UNFINISHED BUSINESS

Library Youth Advisory Council posters and handouts were on the table. Karen Pundsack informed the group that the posting for positions and application went live on GRRL's website today. The council will likely meet quarterly using a hybrid meeting format. She added it would be ideal to have two representatives from each county in the GRRL region.

NEW BUSINESS

Patron Services Policies Updates

Associate Director – Collection Development Jami Trenam explained the Patron Services policies changes below and noted implementation will be January 2024:

- increase DVD checkouts from one to three weeks,
- increase item renewals from two to three times, and
- eliminate the proctoring fee.

Al Amdahl made a motion to approve the Patron Services policies updates as presented. Seconded by Mary Eberley, the motion carried unanimously.

Executive Director Annual Evaluation Form Distribution

Ryan McCormick handed out the Executive Director performance evaluation forms to Board members, reviewed the instructions, and offered an electronic form option. All feedback is to be returned by October 14. He will then compile all data, including data from Karen's direct reports. The evaluation information will be given to the Personnel Committee to present and discuss with Karen Pundsack during a closed session in November. A summary will also be provided for the Board that evening.

Labor Negotiations Discussion – Closed Session

This item took place earlier in the meeting.

BOARD OPEN FORUM

A sympathy card for the family of former GRRL Trustee Bernie Burke was passed around for Board members to sign.

Karen Pundsack shared a message from Randy Winscher. He and his family have opened the Wicked Woods in Royalton. The schedule of events, upcoming dates, and contact information were provided.

NEXT MEETING

The next Great River Regional Library Board of Trustees meeting will be Tuesday, October 10, 2023.

ADJOURNMENT

Mary Eberley made a motion to adjourn the meeting at 7:48 p.m. Seconded by George Fiedler, the motion carried unanimously.

Edward Popp, President

Zurya Anjum, Secretary



LETTER OF CREDIT NO. 2234-11005

Effective Date: October 19, 2023

Great River Regional Library
amy@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. 2234-11005 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 \$100,000.00 ("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 November 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:  _____

~~Head~~ Risk, Money Desk and Cash Analyst Oct 19, 2023
~~Title~~ _____

Effective Date: October 19, 2023

LETTER OF CREDIT NO. 2234-11005

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. 2234-11005 (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: _____



LETTER OF CREDIT NO. 2234-11108

Effective Date: November 06, 2023

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

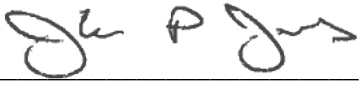
Dear Sir/Madam:

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. 2234-11108 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 \$350,000.00 ("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 December 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:  _____

Risk, Money Desk and Cash Settlement Manager Nov 06, 2023
Title: _____

Effective Date: November 06, 2023

LETTER OF CREDIT NO. 2234-11108

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. 2234-11108 (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: _____



ARTS AND CULTURAL HERITAGE FUND (ACHF) Regional Library System, State Fiscal Year (SFY) 2022 Interim Progress Report Executive Summary Form

A report on projects paid for with SFY21 (July 1, 2021–June 30, 2022) ACHF funds

A completed Executive Summary Form, includes:

- This executive summary with signature(s)
- A spreadsheet with details about each of the projects paid for with funds from SFY22
Please use the online reporting form MDE has created through Google, which exports project information into the required spreadsheet format. A system may use its own reporting mechanism, so long as it has been approved by MDE and results in a spreadsheet that contains the required information. If you do not have access to the MDE-created online reporting form, please contact Ashley Bieber at ashley.bieber@state.mn.us.

Optional Interim Progress Report components:

- Promotional materials and high-resolution event photos in electronic format, which may be used to illustrate ACHF projects in public libraries on the [Legacy website](#).

Please submit a .pdf of the signed executive summary, an .xls (Excel) of the spreadsheet, and any illustrative materials to Ashley Bieber at State Library Services.

Regional Library System: Great River Regional Library

Summary Data:

Total number of projects: **185**

Total number of programs and/or events (if different than total number of projects): **n/a**

Total attendance/participation: **8016**

Total number of partnerships: **71**

Total value of in-kind contributions: **n/a**

Total administrative costs: **n/a**

Total FTE hours: **n/a**

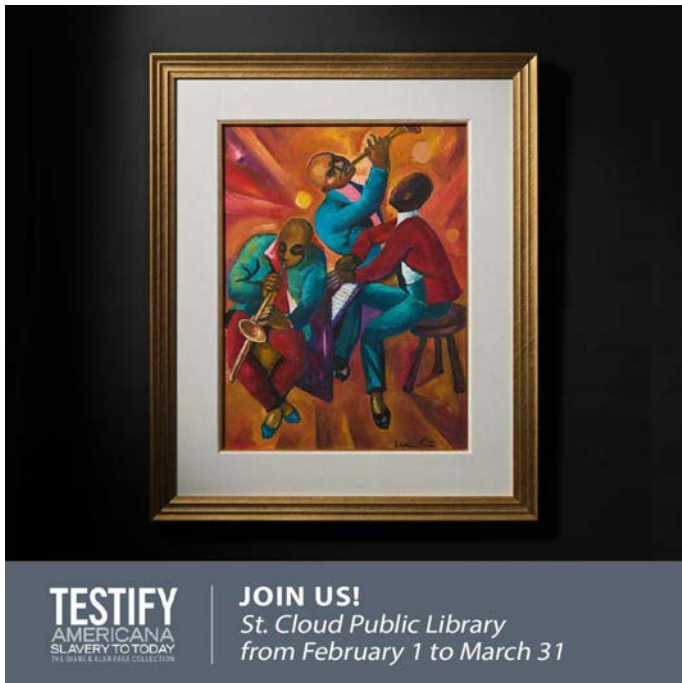
Highlights:

Briefly describe at least one project that illustrates how the regional library systems are jointly using SFY 2022 ACHF funds to offer arts, history, literary arts, and cultural heritage learning experiences to Minnesotans. Please include unique locations, great stories, quotes, etc.

Great River Regional Library worked with Georgi Page-Smith of the Page Foundation to bring a photography exhibit version of The Diane and Alan Page Collection, a collection of art and artifacts entitled TESTIFY: Americana from Slavery to Today. The library system worked directly with Ms. Page-Smith and the Page Foundation designer, Kurt Mueller, to have large-scale 7 foot tall banners printed with selections from this collection. The exhibit went on display February 1 through the end of March at the St. Cloud Public Library. An estimate based on average foot traffic through the St. Cloud Public Library is that over 50,000 people had the opportunity to view the exhibit while it was on display. The library plans to lend this exhibit to additional branches and partner locations, including the St. Cloud Community and Technical College in the coming months and years.



TESTIFY photography exhibit on display at the St. Cloud Public Library, February 2023



Promotional material for TESTIFY

In January and February, libraries and school partners hosted Mark Rivard, skateboard artist, to do a special tour for teens. Mr. Rivard specializes in teaching teens to create artwork on wooden skateboard decks using Sharpie markers and their own creativity. Participants in these events were very positive in their comments. One attendee wrote, “[Learned] new art style. I had fun. I learned different ways to draw stuff.” Another wrote, “I learned how to use sharpies to create cool art. I had fun, I love art.” And yet another wrote, “I learned how to blend colors. It was fun to draw your own thing.” There were a total of 90 attendees for eight events.



Students at Foley, one Mark Rivard’s art workshops and an example of their creations.



Julliard-trained violinist Maria Millar and flutist Shawn Wyckoff are the duo Sonic Escape. They toured libraries in schools for GRRL in the spring of 2023, doing outreach events in classrooms, auditoriums, and gymnasiums, as well as library locations. Ms. Millar and Mr. Wyckoff play music from all over the world, including Celtic folk songs and traditional Chinese music, arranged specifically for flute and violin. For these 18 events, there were 3,081 attendees. One attendee wrote, "It was educational as well as entertaining as they shared some background of the music. They also shared their background and were very personable."

SONIC ESCAPE FAMILY CONCERT



Sonic Escape promotional image, spring 2023.

Signatures:

Signature

Printed Name **Karen Pundsack**

Regional Library System Administrator

Date **Nov. 2, 2023**

Signature

Printed Name **Beth Ringsmuth Stolpman**

Report preparer (if not Regional Library System Administrator)

Date **Nov. 2, 2023**

title	field_parent_ project	body	field_ appropriation_ year	field_citation	field_funding_ amount	field_measurable_ proposed	field measurable
							<p>Feedback from patrons</p> <p>Authors/literary arts & history - before June 30, 2023:</p> <p>"[Learned] more about the Ojibwe seasonal food and how it was procured." "Much info about Ojibwe sugar bushing, wild rice harvest, etc. Great presentation! Very informational!" "[Learned] that you can find them anywhere. Look for certain color to help find them. Any dirty rock and be a precious rock. My girls collect them, so this helps me on how to find them." "Amazing to see the variety of agates found in Minnesota." "I learned how this author goes about writing his books and the importance of research. It was a very warm, welcoming environment and a nice touch having treats. I had no heard of this author but now I want to read one of his books!" "[Learned] to choose a few and focus on them, good and bag. Great presentation." "Opened my eyes to the background of how people are raised and turn out as adults. Great!" "Very educational things I have never heard about. Very interesting speaker." "[Learned] how to publish a book." "Life is better when you express when life can seem a mess." "I had fun learning about writing."</p> <p>Art events and workshops - before June 30, 2023:</p> <p>"Excellent, such a fun creative class." "[Learned] different techniques for making texture and painting techniques." "Had fun sculpting and painting. It was very fun to do with my mom!" "It was very informative, fun, teacher was awesome." "Variety of items can be reused and try different things. These are great classes! Thank you!" "Surrounded by friendly people. Wonderful programs for the community." "[Learned] how to use up some of my extra items at home for a good purpose." "Experiment and be brave. .. this was so fun!" "Learned how to make a Sami-inspired bracelet. Instructors were amazing, so helpful. I am very glad I was able to attend the class!" "[Learned] new method of using watercolor for 'pluming.' Using salt to make watercolor paint 'pop.' Good, patient instructors." "Never tried watercolor so every tip was very helpful! The other guests help make these classes fun and the leaders/teachers know their craft." Performing arts - before June 30, 2023:</p> <p>"Enjoyed the folk songs!" "Wonderful music--made my heart feel full!" "Great humor mixed with some terrific stories." "Songs of America and memories of growing up. Great entertainment." "Learned more about Celtic music, composers, harps. Performer was very talented, personable, knowledgeable, good communication with audience." Attendees will be able to identify at least one new idea or concept learned "Educational and entertaining. Thanks for offering these to expand our thinking/living." "Very informational, beautiful music." [knowledge] or have a richer cultural life [attitude]. "All the different types of harps, styles of strumming, histories, what the strings can be made of." "[Learned] a few interesting facts about U.S. history. Marvelous entertainer." 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?" "Songs from the past--good to hear. Singer/guitarist was excellent!" "Very interesting and entertaining." "I liked seeing how the puppet worked. Funny for kids." "Great entertainment, lots of laughs, wonderful performance, excellent audience involvement. Loved it!" "Lots of laughter. My daughter was amazed!" "A great time with family! Great show! Would love to see again!" "Laughter always makes life better! Thank you for offering this show!" "Had a moment to relax and appreciate what the music has to offer. Great entertainment! Thank you!"</p>
Branch-planned ACHF events	Great River Regional Library ACHF Grant SFY 2021-SFY 2022	Branch staff planned various events based on local interest, including art workshops with local artists, author visits and history presentations, concerts, and performing arts for all ages. Feedback is included for the report in the three categories below.		Minnesota Session Laws - 2021, 1st Special Session, Chapter 1, Article 4, 2022 Sec 2, Subd 5(a)		65736.34	

Authors/literary arts & history - before June 30, 2023:

Minnesota authors Doug Ohman, Ames Sheldon, Maren Cooper, Jeanne Cooney, and Allen Eskens visited libraries and presented author talks in the year's first half. GRRL worked with the Page Foundation to bring a photo exhibit of TESTIFY to the St. Cloud Public Library in February.

- "[What moved me most about the TESTIFY exhibit was] the Bill of Sale for people--children and wenchs include a 16-year-old with only one eye."
- "Learned about WWI and the involvement of women."
- "[Learned] process of creating characters and their backstories."
- "I knew a lot about the Mississippi but learned many details."
- "I'm more grateful to live along the Mississippi."
- "[Learned] how important the Mississippi River is [to] MN. We have the longest part in our state."
- "Enjoy listening to how he became an author."
- "Wonderful stories about how his books came to be!"
- "Delighted to learn the range of this author's work."
- "[Learned] story development, publishing & editing tips, etc."
- "The author was very personable and entertaining while giving great insight about his books."
- "[Learned] better plotting for writing. Felt supported in my stage of trying to be an author."

Art workshops - before June 30, 2022:

Worked with MN Textile Center to bring a variety of workshops to libraries from January to March. Commissioned new Ready Go Art tools; events to occur later in 2023. Libraries also had skateboard art workshops for teens with artist Mark Rivard in January and February.

- "[Learned] new art style. I had fun. I learned different ways to draw stuff."
- "I learned how to use sharpies to create cool art. I had fun, I love art."
- "I learned how to blend colors. It was fun to draw your own thing."
- "[Learned] things take time. It was a fun experience and made me feel how I should get into drawing."
- "Learned how to mix clay to marble beads to make shapes and coils. Fun, entertaining class--really enjoyed."
- "[Learned] all about wool, other art mediums! Super cool."
- "[Learned] needle felting--fun to learn something new."
- "Great instructor! Easy to learn."
- "New possible hobby. Love artsy classes, learning new things."
- "Learned to make something new! Fun and very helpful."
- "So much to learn and good info."
- "I didn't know I could do that. Thanks so much!"
- "Great class. Fun way to try new fiber art, love that it was easy to take home to complete. Good supplies variety!"
- "Learned to weave and use different yarns and fibers for different effects."
- "[Learned] traditional Japanese mending/embroidery. Wonderful group of people in the class and a great teacher!"
- "[Learned] the importance of mending, reuse to culture of Japan--garment conservation. Really excellent to learn a traditional hand art--and it's very meditative!"
- "Learned a new skill, social interactions, fun date day."
- "Creativity always enriches--making something new!"
- "Learned about metals and properties of a couple of different ones. . .Learned a new craft and process; something that I wouldn't have done without this class. This was great!"

Performing arts - before June 30, 2022:

Libraries hosted Jazz pianist/singer Andrew Walesch, violin/flute duo Sonic Escape, children's musicians the Dollipops, and folk music duo Skally Line.

- "Love the Frank Sinatra and the many sing-along songs."
- "Brought back many happy memories!"
- "Shared his knowledge about music, songwriters, etc."
- "We learned about the flute."
- "Music of all sorts soothes the soul."
- "I have never been to any musical program. Today was very enlightening! I love seeing the harmony and connection! Beautiful!"
- "It was fun, and the kids danced!"
- "Smiles! Captured the kids' attention and focus. Awesome storyline and so interactive. Thank you!"
- "It filled our day with joy."
- "Brought granddaughter. Absolutely adorable."
- "Kids were very engaged. Music/dancing was fun!"
- "Loved the engagement and story and great music."
- "Enjoy music and learned about bluegrass. Great program!"
- "[Learned] some interesting facts about MN I didn't know, though I've lived here 46 years."
- "It was educational as well as entertaining as they shared some background of the music. They also shared their background and were very personable."
- "Beautiful music and info about Celtic music. Loved the music and enthusiasm."

With FY2022 funds, Great River Regional Library had events take place at the end of 2022 and in 2023 with various performers and presenters who toured the region to offer events at multiple library locations.

GRRL worked with the Page Foundation to commission a photography exhibit of the TESTIFY exhibit from Diane and Alan Page's collection of art and objects. We had the exhibit on display at the St. Cloud Public Library in February. We worked with the MN Textile Center to bring a series of workshops/classes to libraries from January-March. We offered a series of author talks from Maren Cooper, Doug Ohman, and Allen Eskens during the first half of the year. Libraries and schools hosted Sonic Escape, a duo of flute and violin who perform music from around the world. GRRL also worked with Springboard for the Arts/Ready Go Art to commission two new mobile artist tools that can be used by libraries statewide (Art Book Circle and the Collaboratory Outdoor Music Deck). The Dollipops performed at libraries in June and into July to celebrate the Summer Reading Program for children.

Minnesota Session Laws - 2021, 1st Special Session, Chapter 1, Article 4, 2022 Sec 2, Subd 5(a)

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?"

Regionally-planned ACHF events Great River Regional Library ACHF Grant SFY 2021-SFY 2023

2024 Legislative Priorities

- **Support Intellectual Freedom and Equitable Access to Resources**

- **Support Lifelong Learners by Improving Minnesota’s Library and School Services**
 - By continuing to have open conversations regarding MCMT statute changes, including tying future funding increases to the Basic Education Formula.
 - By expanding educational services and improving prospects for incarcerated individuals through improved library service.
 - By strengthening State Library Services’ ability to support libraries by defining a public library, creating a school library content specialist position, introducing state funding for the Minnesota Braille and Talking Book Library, and providing funding for data collection and services.
 - By maintaining Local Government Aid (LGA) and County Program Aid to help local governments sustain quality library services.
 - By continuing to have open conversations regarding library Maintenance of Effort (MOE) with the League of Minnesota Cities (LMC) and Association of Minnesota Counties (AMC).

- **Assist Library Communities in Securing Safe & Accessible Facilities**
 - By investing in infrastructure to repair, modernize, and construct public library facilities, including increasing the maximum grant amount to \$2M and improving support for the grant process.
 - By investing in products that support safe use of public library spaces including menstrual products and opioid antagonists.
 - By authorizing local governmental units to prohibit or restrict possession of dangerous weapons, ammunition, or explosives in public libraries.

- **Expand Broadband and Digital Equity for All Minnesotans**
 - By expanding resources that enable every Minnesota resident to have access to the highest quality online resources.
 - By supporting initiatives and investment in broadband to ensure affordable, high-capacity internet access is available to all Minnesotans.
 - By ensuring eBooks and eAudiobooks are available for libraries to purchase and lend to library users and such availability equitably balances the rights and privileges of readers, authors, and publishers.
 - By partnering with the Minnesota Department of Health to secure grant funding for public libraries to support local telehealth needs.

Executive Director Report November 2023

Leadership Support Team (LST)

LST dug further into the St. Cloud State University (SCSU) Survey results. Based on the over 5,000 users who responded, it is clear that the collection is the main reason most people come to the library. Use of the Digital Library has continued to grow, which we also see in our usage statistics. The team continued to look at the qualitative data and discuss the survey results related to programming.

We also reviewed the 2023 Staff Engagement and Internal Communication results from August. The response rate and results were similar to prior years. Several of the questions are benchmarked by Survey Monkey, and GRRL exceeds the benchmark for many areas. Communication with supervisors is the method of receiving information preferred by most staff. Virtual meetings and the Staff Suggestion Box were the least liked methods for providing feedback. We may look at sunseting the Suggest Box due to this feedback.

LST also reviewed the third quarter financials and strategic plan progress. Priorities for the remainder of 2023 is following up on survey results, moving the Youth Advisory Council forward, and updating staff on Collection Development policy changes.

Associate Director – Human Resources (HR) Transition

We are working through a time of transition in the Human Resources department. Ryan McCormick has moved on from GRRL to the work in schools. Thanks to Ryan for sharing his talents for the past nine years. He will be greatly missed. HR Generalist Dezra Rittman is also on a leave of absence at this time.

I have been working closely with Associate Director – Accounting Amy Anderson, Payroll Generalist Erin Mallo, and Administrative Assistants Patty Waletzko and Tracy Dullinger on keeping HR responsibilities filled. Open enrollment and changes to Personnel policies related to Emergency Sick and Safe Time were time sensitive projects that have taken significant time and coordination.

Ryan's last full day was Friday, Nov. 3rd. He has agreed to be available on a limited basis in November. He will work a few evenings and Saturdays and focus his time on processing leaves of absence and recruitment.

We completed interviews for the open position and hired an excellent candidate with extensive HR experience and education. The new Associate Director – HR will begin work in December.

Council of Regional Public Library System Administrators (CRPLSA)

CRPLSA met in Fergus Falls in October. We discussed upcoming legislative priorities. Ideas for shared priorities were also discussed, which included topics like a shared language learning database. Highlights from the meeting included a tour of the Viking Library System headquarters and the Fergus Falls Public Library.

Minnesota Library Association (MLA)

My role as MLA treasurer and member of the Executive Board is coming to a close at the end of the year. In October, the Executive Board met with consultants to shape the next MLA strategic plan. I met

recently with the incoming treasurer, Jill Smith, to go over financial processes. Due to a personal situation, I was unable to attend the conference in October. I learned afterward that I received the MLA President's award for my work as treasurer. It was an honor to receive this recognition.

Highlighted Executive Director Activities since May Board Meeting

Sept 20 – LST Board follow-up meeting

Sept. 21 – Buffalo Art Unveiling

Sept. 26-27 – MLA Executive Committee Strategic Plan retreat in Roseville

Sept. 28 – CRPLSA online meeting

Oct. 3 – GRRL Collection Development Committee

Oct. 10 – GRRL Work Session

Oct. 11 – LST Board follow-up meeting, Minnesota Earned Sick and Safe Time webinar

Oct. 12 – Stearns County Human Services Advisory Committee, St. Cloud Reading Room Society meeting

Oct. 17 – Careerforce ADA webinar

Oct. 24 – LST meeting, AFSCME meeting on 2024 benefits, GRRL Collection Development Committee

Oct. 26-27 – CRPLSA meeting in Fergus Falls, MLA Executive Committee meeting

Oct. 30-Nov. 1 – Associate Director HR interviews

Oct. 31 – GRRL Collection Development Committee

Nov. 2 – LST meeting

Nov. 3 – Meeting with Jay Roos, Jami Trenam and Jeannette Burkhardt with Bibliotecha representative

Nov. 6 – Meeting with incoming MLA treasurer in Elk River

Nov. 9 – St. Cloud Reading Room Society meeting

Nov. 13 – GRRL Open Enrollment meeting

Nov. 15 – Create CommUNITY Advisory Board

Nov. 20 – MLA Board of Directors meeting

Management Reports November 2023

Amy Anderson
Associate Director – Accounting

Accounting

Quarter three ended with expenses aligned with normal business operations. As of September 30, operating revenues are nearly 83 percent received. Expenses are approximately 70 percent of the yearly budget. Expected business activity should continue during quarter four. There are strong indications that 2023 will end with an operating surplus. A request to designate a portion of any surplus to supplant the 2025 revenue budget will be presented at the Finance Committee meeting.

Investments

The savings rate for MAGIC liquid was 5.43 percent on October 31. The GRRL investment portfolio’s average rate of return had increased to 4.97 percent from 2.93 percent in December 2022. There are five certificate maturities remaining in 2023. These developments align with Goal 1 of the Strategic Priority: Operational Excellence and the objective to maximize library financial investment options.

Matured CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Milledgeville State Bank, IL	06/17/2024	\$239,000	5.45%	\$ 9,973.83
Falcon National Bank, MN	09/29/2024	\$250,000	5.05%	\$12,921.35
Fieldpoint Bank, CT	10/15/2024	\$236,000	5.60%	\$13,570.00
Stearns Bank, NA, MN	10/22/2024	\$250,000	5.00%	\$12,790.47
Milledgeville State Bank, IL	06/17/2024	\$239,000	5.45%	\$ 9,973.83

Purchased and Renewed CDs

Institution Name	Maturity Date	Amount	Net Rate of Interest	Interest at Maturity
Cornerstone Bank, NE	09/18/2023	\$241,000	4.90%	\$ 8,767.78
Falcon National Bank, MN	09/29/2023	\$250,000	2.58%	\$ 6,526.82
Farmers & Merchants, WI	10/16/2023	\$243,000	5.10%	\$ 6,291.37
Stearns Bank, NA, MN	10/22/2023	\$250,000	2.58%	\$ 6,526.82
Cornerstone Bank, NE	09/18/2023	\$241,000	4.90%	\$ 8,767.78

Letter(s) of Credit

GRRL holds Letters of Credit Nos. 2234-10108, and 2234-11005 issued by the Federal Home Loan Bank of Des Moines on behalf of Bremer Bank for \$350,000 and \$100,000. The dates of the letters are October 19 and November 6, 2023.

**Jeannette Burkhardt
Patron Services Supervisor**

Programming around the Region

Becker and Big Lake hosted the ReadyGo Art Cart – Pedal to the Metal in September. Participants learned the process of metal casting and were able to make pieces of their own to take home. Some stories and comments about the program include: *A participant in Becker was able to learn through trial and error with her piece. She chose an outline of a pumpkin. In the first pour only the outside and a few short parts of the inside outline were cast. She was told by the instructor*



to carve more deeply into the form so the liquid metal could flow more freely. She did this and it improved. It was the third time she carved and poured that her pumpkin was complete. She was going to put all three on a chain for a seasonal necklace.

One thing that seemed to catch the interest of the group was the way the impurities in the metal would separate and be skimmed off. How cleanly the metal poured from the dipping utensil was also fascinating.



Buffalo Library received a donated piano. The piano has been set outside on the patio facing the lake and a painting party was held to freshen the piano with a new coat of paint. The intent is for local community members to have fun and potentially share their talent by playing the piano, similarly to the piano boulevard in downtown Denver, Colorado.

The Friends of the Buffalo Library commissioned a local and distinguished artist, Mary Ellen Gutknecht to design and create a beautiful stained glass window in the periodical room of the Buffalo Library. The window was unveiled on September 23. It depicts a young person reading by a lake, to highlight the local scenery and pay homage to Amy Wittman, a long-time librarian and GRRL staff member who brought knowledge, resources and connection to the Buffalo community for 30 years. The window was unveiled to a group of 140+ members of the community.



Delano staff continue to make materials deliveries to the Big Woods Preschool twice a month. Delano staff visited with 90 kids in the 6th and 8th grade classes to help support the History Day research efforts. Staff showed the students how to use the library's catalog, MNLINK, databases and signed students up for library cards.

Monticello staff will be attending the Dia De Los Muertos event at the Monticello Middle School on November 4. This is an annual outreach event for the Monticello library with 150 people stopping by the library table in 2022. Monticello staff continue to make materials deliveries to a couple of local assisted living facilities in the Monticello area. This process seems to be going well with no overdue or damaged items being returned to the library.

Rockford staff continue to make materials deliveries to three in-home preschools once a month. The Rockford Library received a generous donation of \$1,500 from the Rockford Lions club. This donation will help bring the program Creature Features to the Rockford community.

St. Michael staff promoted the library and signed up students for library cards during October conferences at Prairie View Elementary in Otsego.

Telemeeting Laptop Usage

Delano staff took the laptop to the Delano Senior Center and provided a demonstration during lunch. Buffalo's laptop has seen the most usage of any of the laptops available. Library Services Coordinator (LSC) Katie Teesdale did a great deal of footwork to get the word out around town, connecting with many organizations with varying success. The best connection has been with Central Minnesota Mental Health (CMMHC). The contact at CMMHC was able to connect the LSC and the telemeeting laptop information to other local organizations like WrightChoice with the schools and a few local therapy organizations.

The Wright County Jail already has a televisit program of their own, but the Wright County Law Library was very interested in the service.

The Buffalo Library has added a white noise machine and headset to the "kit" when staff hand out the laptop for use.

Brandi Canter Lead Patron Services Supervisor

St. Cloud Area Collaborations

I recently connected with people from several organizations in the greater-St. Cloud metro area who are working together to provide services for those in need. In November, Waite Park LSC Amanda Jones and I attended the first annual Gather the Village Conference. The event was planned by United Way/Partner for Student Success with input from multiple organizations. Sessions focused on examples of and best practices for collaborative partnerships to leverage resources and increase impact.

On November 8, I attended the first ever Voices of Vision event hosted by the Center for African Immigrants and Refugees (CAIRO) and the Tri County Action Program (Tri-CAP). There were inspiring examples of services and supports for individuals and families in the area. I met a lot of people doing great things and talked with them about ways the library might support them and their clients.

Expanding Access with Laptops for Virtual Appointments

On November 9, the Patron Services Supervisors met with front line staff to talk about our laptops for virtual visits. These laptops were purchased with American Rescue Plan Act (ARPA) funds and have been available in twelve branches with private meeting rooms. Patrons can use them for telehealth appointments, virtual job interviews, court depositions, or family visitation.

While there has been some real success – Jeannette discusses Buffalo’s progress in her Board report – there are also challenges. The biggest challenge has been getting the word out that the laptops are available. Logistical challenges came up as well. At one library, a patron was very interested in using the laptop for telehealth visits. However, their appointments were before the library opened.

Based on the information we received from front-line staff, we will work with the Communications and Development department to update promotional material. We also have assigned Patron Services Librarian Ariel Kirst as our “ARPA Laptop Champion.” She will share best practices with front-line staff and provide them with support that will help patrons make the most of this service.

Migration to LibCal for GRRL Events

In mid-October, GRRL migrated to Springshare’s LibCal software for our meeting room reservations and event promotions. The new software is receiving positive reviews from patrons and staff.

LibCal has been a significant improvement in many ways: it keeps patron data more secure, works better on mobile devices, and is visually much more engaging. The interface is highly intuitive for patrons and staff, and it allows staff to send email reminders about upcoming events. As a final bonus, it should work more smoothly for end-of-year reporting. Many thanks to Beth Ringsmuth Stolpman, our Patron Services Specialist, who did the initial research then organization and planning, and Jonathan Lahr, our Web Developer, who brought the plan to reality.

Breanne Fruth
Communications & Development Coordinator

Fundraising

Great River Regional Library’s 2023 Year-End Campaign began in October and will run through January 2024. 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
- January: reminder letter mailed to donors who have not yet given to the campaign

Our goals for 2023 Year-End Campaign:

- Dollars raised: \$90,000
- Number of gifts: 1,170
- Average gift: \$77

As of November 13, the campaign has raised \$5,317 through 50 donations. The board is at 46 percent giving, while our goal is 100 percent. An anonymous staff member has challenged their fellow staff with a matching gift challenge! Donations will be matched dollar for dollar up to \$1,000! This is a great effort to increase staff participation and impact.

Communications

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 are on the following days: December 4th, 6th, 8th, 11th, 13th, and 15th.

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. A collection of stories are featured weekly on the Great River Regional Library page on Facebook, and all stories will be shared in a homepage griver.org story in January.

Winter Reading Program (WRP) 2024 marketing and promotions will begin in December. This year's theme is "Perched on Reading." We are taking a localized approach for all of our marketing efforts. Each branch will pick what marketing medium best fits the unique needs and interests of their communities, which may include newspaper and radio ads, boosted posts on Facebook, and banners.



Cara Langston
Patron Services Supervisor

Community Partnerships

Northern branches continue to support the strategic plan by developing and maintaining community connections and collaborations. Long Prairie staff collaborated with D-Can to use library space and share information about the Dementia Caregivers Support group and other services. The Long Prairie/Grey Eagle LSC Amanda Wehrspann also presented to the Todd County Council on Aging about library services and resources. This opportunity opened discussion between the council and the LSC on ways our groups can support each other.

CareerForce staff from Brainerd assisted Long Prairie residents who need resources and help. CareerForce and branch staff set up a Career Corner in the library. It includes information materials and business cards for people needing career assistance. This includes a special focus on patrons with English as a second language.

Pierz continues to offer technology education to the entire community. LSC Grace Heschke focused on collaboration with the Senior Center and Community Education to distribute library information.

Royalton staff collaborated with Pet Partners and began monthly visits with a therapy dog. This gives children a chance to practice reading skills in a supportive, community-focused environment. Royalton staff also visit a local preschool monthly to offer story time and share information about the library.

Ryan McCormick
Associate Director – Human Resources

All Staff Day

All branches were closed on Monday, Oct. 9 for GRRL's All Staff Day. Over 200 staff members from around the region came to St. Cloud for a day of training and team building. We learned about de-escalation techniques from the St. Cloud Police Department, safety in the library from the MN Department of Labor and Industry, serving aging communities from the MN Department of Employment and Economic Development, playful learning from the Great River Children's Museum, and how the adolescent brain works from author Erin Walsh. Special thanks to GRRL Board President Ed Popp for filling in at the last minute to provide the day's opening remarks!

Open Enrollment

Open enrollment for 2024 is taking place the week of November 13. We will use the Ease platform again this year. Our medical carrier will change to Blue Cross Blue Shield; there are no other benefits changes.

Jay Roos
Associate Director – Information Technology

Firewall Replacement

Information Technology (IT) staff are 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 virtual private network (VPN) implementation in our current firewalls that are not able to be remediated without a wholesale change in technology.

All firewalls are now installed. The work is substantially complete. However, there are still a few minor issues that IT staff are troubleshooting with the vendor.

SirsiDynix Suresailing Consulting

Pre-pandemic, GRRL purchased consulting from our Integrated Library System (ILS) vendor, SirsiDynix. We are finally getting to that work this year. The purpose of the consulting is both a health and efficiency check to ensure we are using the Horizon ILS effectively and that we are leveraging all of the functionality we can to be efficient. A group of employees from every department that touches Horizon is working with the consultant. SirsiDynix has delivered their preliminary findings. Next we will review those findings and respond. Once that is complete we will begin evaluating the recommendations for implementation.

Network Penetration Testing

In 2022, funds were designated to perform network penetration testing this year. This testing was conducted by network security professionals to identify any gaps in our security. It was particularly important this year as we replaced all of our firewalls and need to ensure we didn't create any gaps in our perimeter.

The penetration testing is complete. The vendor has delivered their findings. The three findings from the external test are considered low risk on a scale of Informational to Critical. The internal test had six findings also all rated low risk. IT staff will now be working on mitigating those findings.

Jami Trenam
Associate Director – Collection Development

Enhancing the Physical Collection of Library Materials

One of the main strategies to enhance the physical collection involves emphasizing collection management, also known as weeding. The goal of weeding is to refresh library collections by relocating or removing materials that have stalled out in one location. We are nearly a year into using collection management assignments customized for each library. According to Collection HQ, our collection management software, we made forward progress in reducing the percentage of stagnant materials in the library collection as a whole.

Now that the work of the Collection Development Committee is complete, I will shift my focus to training staff. I am scheduled to provide weeding training in Becker, Big Lake, and Monticello during the month of November.

Continued Growth in Digital Library Usage

Digital Library circulation shows no signs of slowing. Libby/OverDrive, our main eBook and eAudio collection, ended 2022 with circulation 16.5 percent above 2021 levels. For 2023, circulation is 27 percent above 2022 levels, with most of that growth coming from the eAudiobook collection.

The increased activity is exciting, but it also strains the collection budget and staffing. Purchasing more digital titles leads to more patron requests. More patron requests lead to purchasing more copies of titles. More purchasing takes more staff time, and the cycle continues. Additionally, the library licenses the titles we purchase. Not only is the content more expensive than print, it can expire over time which means it is difficult to truly grow the number of copies available in the collection.

Preparation for Updated MNLINK Begins

In the past month, I worked with Associate Director – Information Technology Jay Roos and Technical Services Coordinator Chris Getz on behind-the-scenes preparation for the new MNLINK interlibrary loan platform. Interlibrary loan staff may receive a preview of the new platform before the end of the year to help anticipate changes to workflow and training needs. The new system is scheduled to go live in May 2024.

Building Reports November 2023

Jeannette Burkhardt
Patron Services Supervisor

Big Lake

The City of Big Lake has approved new signage for the Big Lake Library. The new signage will replace old, faded and damaged signs that are currently in place on the building and by the road.

Howard Lake

The Howard Lake Library was featured at the Best of Core at ALA Annual Conference: Championing Net-Zero Energy for your Library. This webinar took place on Tuesday, October 31 with presenters from BKV Group.

Progress continues to be made on the new Howard Lake Library building as depicted below. Furniture selections were made in September, opening day collection discussions are taking place and purchasing decisions are being made.



Monticello

The Monticello Library has new LED outdoor lighting in all the fixtures. This should brighten up the parking lot and sidewalks with the darker evenings. The City of Monticello also installed a new boiler in the library.

Rockford

The AED parts have been replaced, with help from the Rockford Lions. The city has been made aware of a cracked window in the Rockford Library. Discussions continue about installation of a gutter over the front door to divert snow and water from creating an icy entrance to the library.

St. Michael

The City of St. Michael is in the process of re-upholstering several of the patron chairs that have become worn and faded after several years of use.

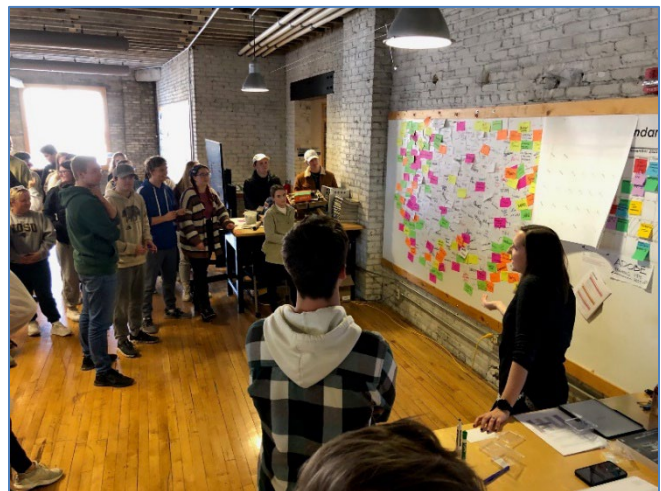
Brandi Canter
Lead Patron Services Supervisor

Foley

We received word that the city has decided not to pursue relocating the library to the county government center. Library Services Coordinator (LSC) Shelly Kuelbs shared that the city wants to keep the library in the downtown area.

Paynesville

LSC Kateri Gruber and I continue to meet monthly with the city's ad hoc library board. The collaboration with the North Dakota State University architecture class is in full swing. At the board's November meeting, member Laura Nevison shared images from a student brainstorming session on what a library means for a community. It is exciting to see the range of ideas that students will use in their designs.



The 64 students will each come up with an individual design, and their final critique is December 8. Several of the students will share their building models so that the Paynesville Friends of the Library can use them for fundraising and promotions.

St. Cloud

City workers have completed installation of new parking lot lights. There are two varieties: shorter, white driveway lights and tall, black lights at the St. Germain Street entrance and around the rain gardens. The new lights are very bright and a tremendous improvement over the old fixtures. We appreciate the work by the St. Cloud crews to ensure a safer situation for patrons and staff.

Waite Park

The new mailbox has been installed just yards from the door. This has been a benefit for patrons. Now staff can empty the mailbox daily, meaning more timely access to popular magazines. It is also safer for staff, as they no longer need to drive across town to pick up the mail. We are very grateful for the Waite Park staff who made this happen!

**Cara Langston
Patron Services Supervisor**

Albany

The city replaced locks and discussed adding a library fire exit. At the current time, it sounds like an additional fire exit is not necessary.

Cold Spring

The city continues to look for community members to form a fundraising committee.

Eagle Bend

Construction continues to be dependent on the availability of workers. The new circulation desk is delivered and in storage, waiting for installation. Programming and other library activities continue around construction as much as possible.

Grey Eagle

An electrician gave the city council an estimate to replace lighting with failing ballasts. Some library lights have been failing, and many buzz in a way that irritates patrons and staff. The outdoor book drop has also been jamming, making unloading returned books difficult.

Little Falls

No bats were found in the library since October. The city also repaired the air-conditioning multiple times throughout the late summer and early fall. We appreciate their quick response to ongoing mechanical issues.

Swanville

After a few attempted fixes, water intrusion continues in the building basement with heavy rains.

GRRL 2022-2025 Strategic Plan Objectives and Key Results
Total Borrowers by Library – Q3 2023

Library	1/1/2023	10/1/2023	Total change YTD
Albany	2,028	2,299	271
Annandale	1,948	2,172	224
Becker	2,146	2,435	289
Belgrade	376	419	43
Big Lake	2,531	2,833	302
Buffalo	5,282	5,738	456
Clearwater	861	953	92
Cokato	1,321	1,384	63
Cold Spring	1,937	2,126	189
Delano	2,583	2,846	263
Eagle Bend	435	438	3
Elk River	8,791	9,860	1,069
Foley	1,267	1,550	283
Grey Eagle	335	336	1
Howard Lake	889	939	50
Kimball	760	859	99
Little Falls	3,734	4,189	455
Long Prairie	1,300	1,438	138
Melrose	971	1,189	218
Monticello	4,661	5,118	457
Paynesville	1,105	1,275	170
Pierz	1,144	1,273	129
Richmond	539	630	91
Rockford	1,148	1,263	115
Royalton	1,036	1,135	99
Saint Cloud	20,670	22,416	1,746
Saint Michael	8,007	9,204	1,197
Sartell Locker	460	615	155
Sauk Centre	1,528	1,599	71
Staples	1,586	1,734	148
Swanville	412	395	(17)
Upsala	447	458	11
Waite Park	2,452	2,623	171
Region Total	84,690	93,741	9,051

GRRL 2022-2025 Strategic Plan Objectives and Key Results
New Borrowers by Library – Q3 2023

Library	2023 YTD Q3 new borrowers	2022 YTD Q3 new borrowers	2021 YTD Q3 new borrowers	2020 YTD Q3 new borrowers
Albany	360	334	220	70
Annandale	309	373	242	98
Becker	426	403	354	153
Belgrade	91	56	29	37
Big Lake	467	546	333	224
Buffalo	831	790	653	414
Clearwater	145	108	91	66
Cokato	175	197	173	104
Cold Spring	283	371	201	101
Delano	458	391	312	186
Eagle Bend	57	59	52	35
Elk River	1,777	1,664	1,291	858
Foley	341	214	169	81
Grey Eagle	29	38	34	17
Howard Lake	118	188	114	53
Kimball	132	122	150	18
Little Falls	668	677	489	220
Long Prairie	209	192	175	61
Melrose	252	131	97	55
Monticello	847	809	497	367
Paynesville	260	162	130	62
Pierz	162	212	90	45
Richmond	113	106	46	27
Rockford	208	173	137	80
Royalton	170	160	83	63
Saint Cloud	3,699	3,734	2,351	1,718
Saint Michael	1,701	1,509	1,153	633
Sartell	234	135	111	93
Sauk Centre	205	228	476	204
Staples	340	304	165	185
Swanville	28	52	41	13
Upsala	45	54	24	94
Waite Park	365	320	196	119
Region Total	15,505	14,812	10,679	6,554

July 2023 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour July 2023	Circ/Hour July 2022	CPH % Change	YTD 2023	YTD 2022	% Change YTD
Albany	6,019	968	39	51	-24.2%	43,876	49,506	-11.4%
+ Annandale	3,845	885	34	35	-3.2%	22,686	22,226	2.1%
Becker	5,310	920	40	43	-5.9%	31,838	32,550	-2.2%
+ Belgrade	1,043	189	11	10	9.3%	5,628	5,280	6.6%
+ Big Lake	5,098	977	39	41	-5.1%	33,916	33,152	2.3%
+ Buffalo	14,832	2,676	77	79	-2.8%	95,120	93,099	2.2%
+ Clearwater	3,029	565	30	26	17.3%	17,070	15,672	8.9%
Cokato	4,167	716	34	41	-16.5%	26,653	31,609	-15.7%
+ Cold Spring	6,556	1,000	44	44	-0.4%	41,973	40,805	2.9%
+ Delano	8,017	1,268	46	48	-4.9%	52,493	51,032	2.9%
Eagle Bend	1,744	261	19	20	-5.0%	10,729	13,543	-20.8%
+ Elk River	20,180	3,332	108	100	8.4%	122,234	120,601	1.4%
Foley	3,961	665	28	29	-5.6%	28,677	29,116	-1.5%
Grey Eagle	778	189	8	9	-12.1%	5,215	7,430	-29.8%
Howard Lake	2,432	406	19	27	-29.1%	15,577	19,685	-20.9%
+ Kimball	2,061	470	20	21	-4.6%	12,156	12,080	0.6%
+ Little Falls	7,569	1,660	42	40	4.4%	51,347	48,009	7.0%
Long Prairie	3,321	731	22	23	-2.2%	23,469	25,660	-8.5%
+ Melrose	11,334	702	104	82	26.5%	73,009	61,797	18.1%
Monticello	12,698	2,037	72	76	-5.1%	80,921	83,152	-2.7%
Paynesville	2,317	578	17	18	-1.4%	14,194	14,343	-1.0%
+ Pierz	2,118	486	18	19	-4.6%	14,461	14,201	1.8%
Richmond	1,335	336	14	17	-17.1%	9,193	9,957	-7.7%
Rockford	3,586	567	26	30	-13.8%	22,382	27,256	-17.9%
Royalton	1,754	302	18	17	4.2%	10,871	11,864	-8.4%
Saint Cloud	47,421	7,875	198	196	1.2%	298,437	303,261	-1.6%
+ Saint Michael	22,223	3,723	117	111	5.5%	128,833	124,121	3.8%
+ Sauk Centre	6,386	932	45	44	2.5%	40,144	38,137	5.3%
Staples	4,955	886	33	31	7.1%	30,095	30,759	-2.2%
+ Swanville	825	177	9	7	28.3%	5,154	3,248	58.7%
Upsala	2,560	410	24	27	-9.9%	19,360	19,475	-0.6%
Waite Park	6,760	1,445	51	53	-3.5%	42,230	42,599	-0.9%
Sartell Locker	940	158				6,910	8,110	-14.8%
Total	227,174	38,492	47	47	-1.1%	1,436,851	1,443,335	-0.4%
Total								
+ OverDrive	33,357					218,152	169,877	28.4%

+ Indicates an increase in YTD circulation total over last year

August 2023 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Aug 2023	Circ/Hour Aug 2022	CPH % Change	YTD 2023	YTD 2022	% Change YTD
Albany	7,127	964	40	44	-9.3%	51,003	57,406	-11.2%
+ Annandale	4,027	888	32	29	13.8%	26,713	25,964	2.9%
Becker	5,345	905	35	36	-1.4%	37,183	37,863	-1.8%
+ Belgrade	707	164	8	10	-25.7%	6,335	6,303	0.5%
+ Big Lake	5,341	961	36	38	-5.4%	39,257	38,797	1.2%
+ Buffalo	15,506	2,664	70	69	2.2%	110,626	108,406	2.0%
+ Clearwater	2,641	571	23	21	12.2%	19,711	18,067	9.1%
Cokato	4,000	696	28	33	-13.7%	30,653	36,181	-15.3%
+ Cold Spring	6,273	979	37	39	-4.5%	48,246	47,255	2.1%
+ Delano	8,062	1,248	40	43	-7.4%	60,555	59,739	1.4%
Eagle Bend	1,543	239	15	20	-26.8%	12,272	15,650	-21.6%
+ Elk River	20,269	3,254	93	90	3.3%	142,503	141,564	0.7%
Foley	4,349	617	27	28	-5.1%	33,026	33,729	-2.1%
Grey Eagle	888	214	9	9	-7.0%	6,103	8,394	-27.3%
Howard Lake	2,396	438	17	23	-25.7%	17,973	22,955	-21.7%
Kimball	1,691	340	17	19	-8.8%	13,847	14,086	-1.7%
+ Little Falls	7,216	1,580	35	37	-5.6%	58,563	55,583	5.4%
Long Prairie	3,611	801	21	21	0.2%	27,080	29,285	-7.5%
+ Melrose	11,623	732	94	83	14.1%	84,632	72,070	17.4%
Monticello	13,259	2,074	68	68	0.1%	94,180	96,529	-2.4%
Paynesville	2,298	481	15	17	-7.3%	16,492	16,822	-2.0%
Pierz	2,049	464	16	19	-13.6%	16,510	16,543	-0.2%
Richmond	1,302	305	13	16	-21.0%	10,495	11,654	-9.9%
Rockford	3,589	616	24	26	-6.4%	25,971	31,169	-16.7%
Royalton	1,745	296	17	15	8.7%	12,616	13,423	-6.0%
Saint Cloud	46,890	7,974	174	185	-5.6%	345,327	352,917	-2.2%
+ Saint Michael	21,245	3,347	99	98	0.5%	150,078	145,251	3.3%
+ Sauk Centre	6,433	882	41	38	6.1%	46,577	44,239	5.3%
Staples	4,852	877	29	28	0.8%	34,947	35,601	-1.8%
+ Swanville	676	163	6	6	-0.8%	5,830	3,904	49.3%
Upsala	2,188	314	20	21	-6.7%	21,548	21,948	-1.8%
+ Waite Park	7,674	1,575	53	51	4.2%	49,904	49,859	0.1%
Sartell Locker	809	194				7,719	9,081	-15.0%
Total	227,624	37,817	47	49	-3.1%	1,664,475	1,678,237	-0.8%
Total								
+ OverDrive	33,062					251,214	196,680	27.7%

+ Indicates an increase in YTD circulation total over last year

September 2023 Circulation Statistics

Location	Month Total	CKO Sessions	Circ/Hour Sept 2023	Circ/Hour Sept 2022	CPH % Change	YTD 2023	YTD 2022	% Change YTD
Albany	7,008	760	44	47	-6.3%	58,011	65,024	-10.8%
+ Annandale	4,350	863	38	30	27.6%	31,063	29,344	5.9%
Becker	4,565	762	34	35	-1.5%	41,748	42,603	-2.0%
Belgrade	863	173	9	13	-24.3%	7,198	7,405	-2.8%
+ Big Lake	4,513	794	33	36	-7.8%	43,770	43,765	0.0%
+ Buffalo	12,592	2,274	66	72	-8.4%	123,218	122,440	0.6%
+ Clearwater	2,471	469	24	21	16.7%	22,182	20,184	9.9%
Cokato	3,376	585	27	28	-6.4%	34,029	39,873	-14.7%
Cold Spring	4,793	766	32	39	-19.5%	53,039	53,443	-0.8%
+ Delano	6,880	1,024	39	38	2.6%	67,435	66,748	1.0%
Eagle Bend	1,284	221	14	19	-24.0%	13,556	17,396	-22.1%
+ Elk River	17,352	2,641	89	81	10.2%	159,855	158,604	0.8%
Foley	3,661	552	25	26	-5.4%	36,687	37,650	-2.6%
Grey Eagle	765	190	8	9	-9.0%	6,868	9,244	-25.7%
Howard Lake	1,814	330	14	21	-31.9%	19,787	25,639	-22.8%
Kimball	1,547	312	17	18	-5.2%	15,394	15,665	-1.7%
+ Little Falls	6,662	1,389	36	34	7.3%	65,225	61,962	5.3%
Long Prairie	3,190	685	22	22	0.4%	30,270	32,550	-7.0%
+ Melrose	8,736	611	81	72	13.1%	93,368	79,936	16.8%
Monticello	11,343	1,755	65	66	-0.7%	105,523	108,149	-2.4%
Paynesville	1,869	411	14	13	9.6%	18,361	18,565	-1.1%
+ Pierz	1,794	403	16	15	5.6%	18,304	18,301	0.0%
Richmond	945	203	10	15	-33.5%	11,440	13,074	-12.5%
Rockford	3,095	494	24	27	-11.8%	29,066	34,732	-16.3%
Royalton	1,356	220	14	13	8.8%	13,972	14,722	-5.1%
Saint Cloud	40,131	6,731	167	172	-2.9%	385,458	394,953	-2.4%
+ Saint Michael	17,362	2,654	91	82	11.9%	167,440	161,181	3.9%
+ Sauk Centre	5,349	783	37	36	4.3%	51,926	49,477	4.9%
Staples	4,043	750	28	29	-5.8%	38,990	40,010	-2.5%
+ Swanville	502	124	6	5	22.9%	6,332	4,331	46.2%
Upsala	2,438	350	24	26	-9.8%	23,986	24,571	-2.4%
Waite Park	6,371	1,312	49	49	0.7%	56,275	56,481	-0.4%
Sartell Locker	1,000	208				8,719	10,106	-13.7%
Total	194,020	31,799	40	41	-3.1%	1,858,495	1,878,128	-1.0%
Total								
+ OverDrive	31,376					282,590	221,957	27.3%

+ Indicates an increase in YTD circulation total over last year

Great River Regional Library	July	August	September	Q3 Cumulative
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Increase regularly offered virtual regional programs in areas identified in Edge benchmarks.	Owner	Baseline 2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Edge programs offered in libraries, in-person and virtual	Patron Services	66	19	13	14	46

Expand the eBook, eAudiobook and database collection.	Owner	Baseline Q3/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Digital Library circulation increases	Collection Development	78,836	33,357	33,062	31,376	97,795
Active Digital Library users increase	Collection Development	19,442	8,300	8,366	8,256	24,922

Enhance the physical collection of library materials	Owner	Baseline Q3/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Key metric - Circulation/Open Hour by library increases	Collection Development	45	47	47	40	45 avg
Key metric - Percent of dead materials by library declines	Collection Development	15.68%			14.05%	
Key metric - Number of collection check items by library declines	Collection Development	7.49%			6.13%	

Eliminate late fees on all library materials to remove a major barrier to access.	Owner	Baseline Q3/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Key metric - New resident borrowers by regional increase	Leadership Support Team	5,256	1,698	1,727	1,616	5,041
Key metric - Total current resident borrowers by regional increase	Leadership Support Team	82,267	89,641	90,573	90,148	90,148
Key metric - Items/checkout session by library increase	Leadership Support Team	6.22	5.89	6.01	6.09	6.04
Key metric - Circulation - physical materials	Leadership Support Team	684,640	229,412	227,960	194,933	652,305
Key metric - \$ collected - Miscellaneous receipts	Accounting	\$29,344	\$6,482	\$10,403	\$12,555	\$29,441

Increase targeted advertising to reach a wider audience.	Owner	Baseline 1/31/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Regularly post on social media to followers about collections and services	Communications & Development	NA	posts on MN State Park passes, manga comic shelf in Paynesville, NextReads newsletters, hoopla, 1,000 Books Before Kindergarten	posts on LinkedIn Learning, Beanstack challenge, NextReads newsletters, hoopla, One Book One MN, Try It Yourself telescopes, EPIC kits	posts on deaf awareness books, Beanstack challenge, tumblebooks database, hoopla BingePass, hoopla, Youth Advisory Council	
Number of e-newsletter subscribers	Communications & Development	4,864	1,709	2,087	2,064	
E-newsletter open rate	Communications & Development	25.1%	42.76%	45.09%	44.75%	

Increase awareness of digital tools.	Owner	Baseline 1/31/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
	Communications & Development	NA	database highlight: hoopla	database highlight: LinkedIn Learning	database highlight: Tumblebooks	

Increase the information about diversity, equity and inclusion efforts with the GRRL Board.	Owner	Baseline 1/31/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative

Information on DEI initiative shared at GRRL Board meeting quarterly	Executive Director	NA			Web Developer shared accessibility updates to griver.org at September board meeting	
Build GRRL's culture of philanthropy.	Owner	Baseline 2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Board giving rate	Communications & Development	86%				26%
Staff giving rate	Communications & Development	15%				11%
Increase donor support of the library.	Owner	Baseline Q3/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Donors retained	Communications & Development	18	5	7	11	23
Donor retention rate	Communications & Development	36%	58%	58%	58%	58%
Donors acquired	Communications & Development	19	6	3	6	15
Fund Development Plan progress	Communications & Development	NA			hosted Friends Meet Friends annual stewardship event for Friends of the Library groups	
Increase training to support access and awareness.	Owner	Baseline Q3/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Organizational Orientation attendees	Human Resources	0	0	25	0	25
Regional Staff Meeting attendees	Human Resources	33	0	0	30	30
Merchandising training attendees	Human Resources	7	0	1	0	1
Homeless Library Academy attendees	Human Resources	33	11	16	8	35
Maximize library financial investment options.	Owner	Baseline Q3/2022	Status 7/31/2023	Status 8/31/2023	Status 9/30/2023	Q3 2023 - Cumulative
Number of accounts with new financial institutions established	Accounting	18 investments, 3 with local banks	24 investments, 4 with local banks	24 investments, 4 with local banks	24 investments, 4 with local banks	Q3 Ending # of CD = 24
Key metric -Overall CD Portfolio rate of return	Accounting	1.44%	4.72%	4.83%	4.97%	Q3 average = 4.84%

Staff Recognition Report
2023 – Quarter 4
October 1 – December 31

First Name	Last Name	Department	Supervisor	Celebration Date	Years of Service
Lissa	Staples	Waite Park	Jones, Amanda	10/3/2023	1
Amanda	Winkelman	St. Cloud - Circulation	Blotkamp, Eric	10/3/2023	1
Austin	Bergren	St. Cloud - Custodial	Vig, Neil	10/6/2023	1
Jackie	Hague	Elk River	Barry, Margot	10/19/2023	1
Margot	Barry	Elk River	Burkhardt, Jeannette	11/14/2023	1
Meghan	Ziegler	Little Falls/Swanville	Bruggenthies, Cindy	12/12/2023	1
Gael	Zachman	Annandale/ Kimball	Asfeld, Carla	12/27/2023	1
Ruby	Eiden	St. Cloud - Circulation	Backen, Rosanna	10/19/2023	3
Tina	Otremba	Little Falls/Swanville	Bruggenthies, Cindy	11/2/2023	3
Nicole	Wilson	Cokato/Howard Lake	Burkhardt, Jeannette	12/1/2023	3
Amy	Anderson	Grrl - Accounting	Pundsack, Karen	12/7/2023	3
Kathleen	Donabauer	Grrl - CD - Technical Services	Getz, Christopher	12/3/2023	5
Wendy	Sykes	St. Cloud - Patron Services	Vig, Neil	10/14/2023	10
Shelly	Kuelbs	Clearwater/Foley	Canter, Brandi	12/9/2023	10
Heidi	Kroll	St. Cloud - Circulation	Blotkamp, Eric	11/17/2023	15
Katie	Stommes	Coldspring/Richmond	Kirchoff, Jason	12/17/2023	15
Beverly	MooreDunn	St. Cloud - Patron Services	Mallo, Chris	11/3/2023	20

2023 GRRL Employee Engagement and Internal Communication Survey

The goal of the survey was to measure current employee engagement and internal communication effectiveness. The survey repeated questions from prior staff surveys in 2014, 2015, 2016, 2017 and 2019. The survey measures areas including communications, culture, supervisory relationships, strategic plan and trust.

Of 244 staff who received the survey, 194 responded - an 80% response rate. This is a similar response rate to prior surveys. However, this is the lowest number of staff employed by GRRL over this time period. In 2017, GRRL reached peak employee count at 289 staff members who received a survey invitation.

Internal Communication Results

Responses to the 2023 survey question, "Overall how satisfied are you with internal communication at GRRL?" show that 66% of the respondents are satisfied or completely satisfied with internal communication at GRRL. This is a slight decrease from the 2019 survey where 68% of the respondents were satisfied or completely satisfied with internal communication at GRRL.

The number one method of receiving communication was from supervisors. Staff prefer email, one-on-one conversations and in-person meetings to other ways of providing feedback. This is unchanged from earlier surveys.

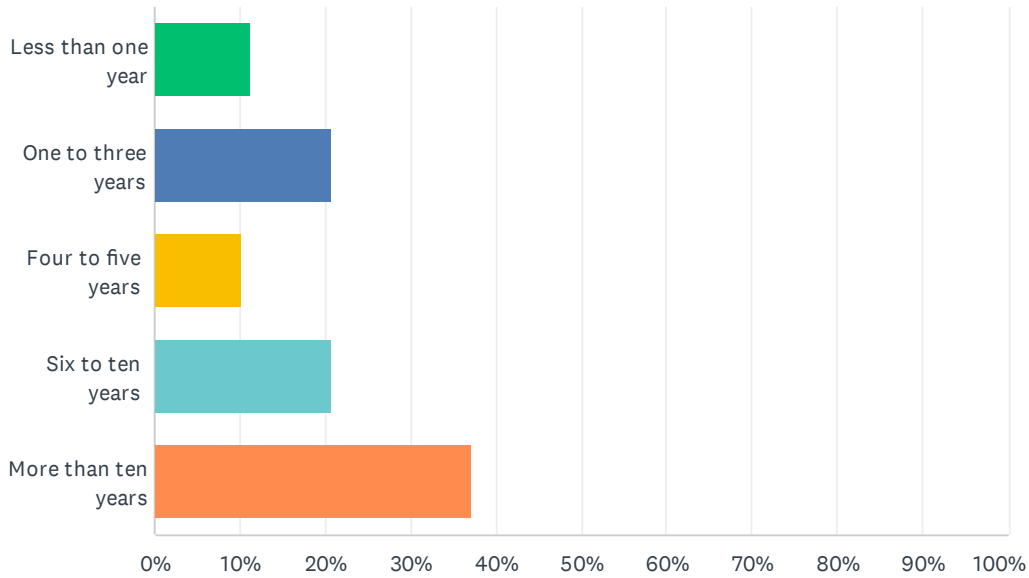
Respondents who agree or strongly agree to the question, "Communication between senior leaders and employees is good in my organization" decreased slightly from 61% in 2019 to 59% in 2023.

Over 70% of respondents continue to agree or strongly agree with the question, "I receive the information I need to do my job effectively," from 78% in 2019 to 72% in 2023.

The 2023 survey indicates 83% of respondents agree or strongly agree to the question, "My direct supervisor keeps me and my department informed," which is a slight decrease from 87% in 2019.

Q1 How long have you been employed by GRRL?

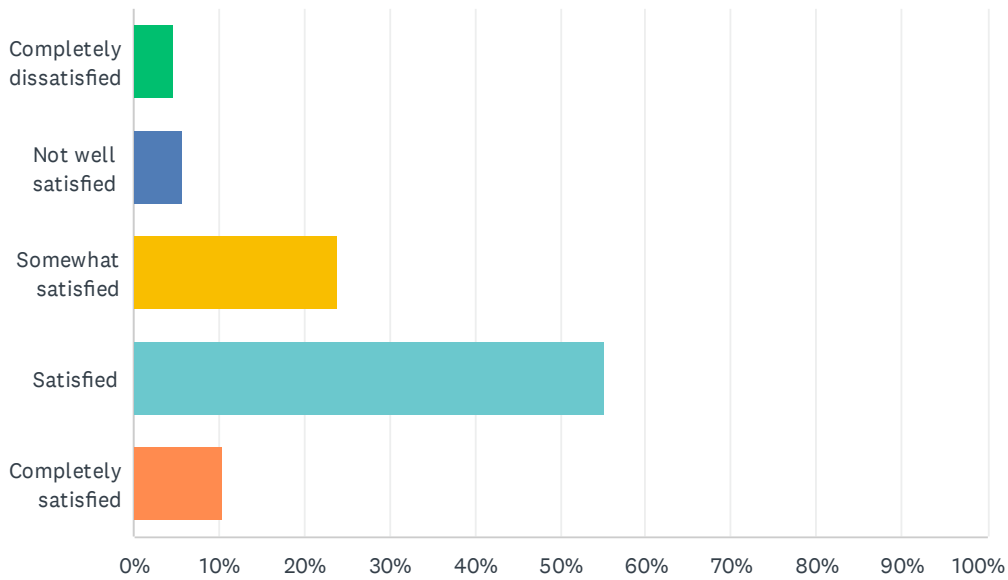
Answered: 194 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than one year	11.34% 22
One to three years	20.62% 40
Four to five years	10.31% 20
Six to ten years	20.62% 40
More than ten years	37.11% 72
TOTAL	194

Q5 Overall how satisfied are you with internal communication at GRRL?

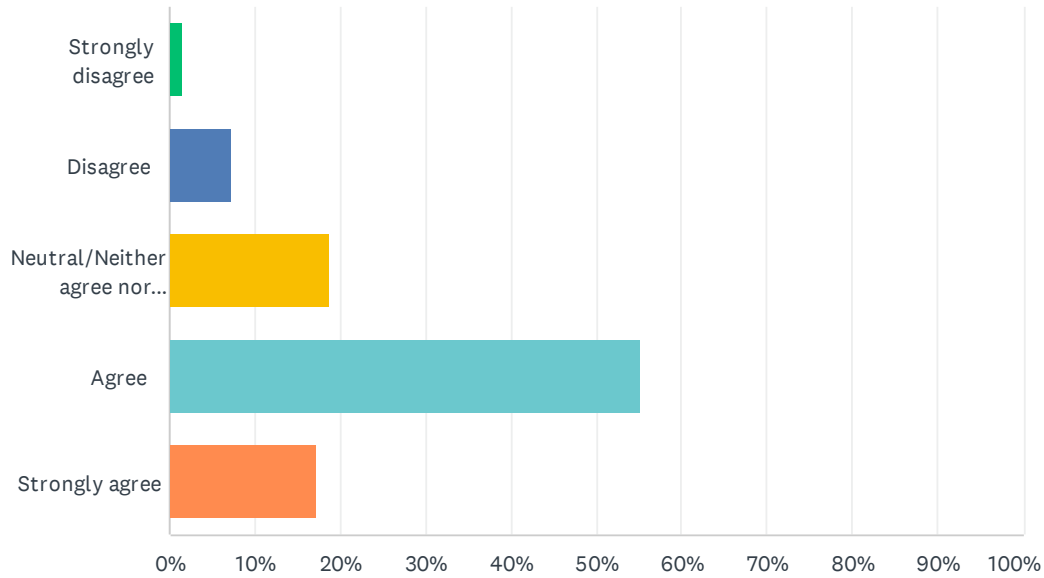
Answered: 192 Skipped: 2



ANSWER CHOICES	RESPONSES	
Completely dissatisfied	4.69%	9
Not well satisfied	5.73%	11
Somewhat satisfied	23.96%	46
Satisfied	55.21%	106
Completely satisfied	10.42%	20
TOTAL		192

Q6 I receive the information I need to do my job effectively.

Answered: 192 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly disagree	1.56%	3
Disagree	7.29%	14
Neutral/Neither agree nor disagree	18.75%	36
Agree	55.21%	106
Strongly agree	17.19%	33
TOTAL		192

Employee Engagement Results

There is an increase in respondents who agreed or strongly agreed they are satisfied with the culture of the workplace from 74% in 2019 to 75% in 2023.

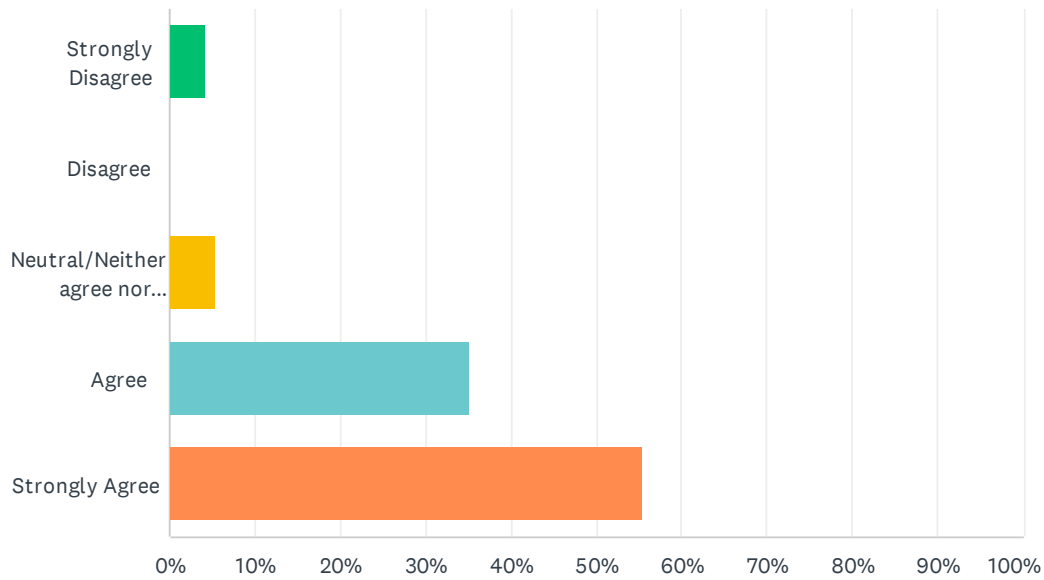
The number of respondents who agree or strongly agree to the question “I have the tools I need to enable me to do my job effectively” decreased slightly from 83% in 2019 to 80% in 2023.

The 2023 survey indicates respondents who feel they have good working relationships with their supervisor was stable, 93% in both 2019 and 2023. In addition, 79% of respondents understand how their work impacts the library’s strategic plan goals, which is slightly less than the 83% in 2019. Respondents who agree or strongly agree with the question “Employees treat each other with respect” decreased from 92% in 2019 to 87% in 2023.

The 2023 survey indicates that 45% of respondents agree or strongly agree that “senior management and employees trust each other,” compared with 50% in 2019.

Q10 My organization's work positively impacts people's lives.

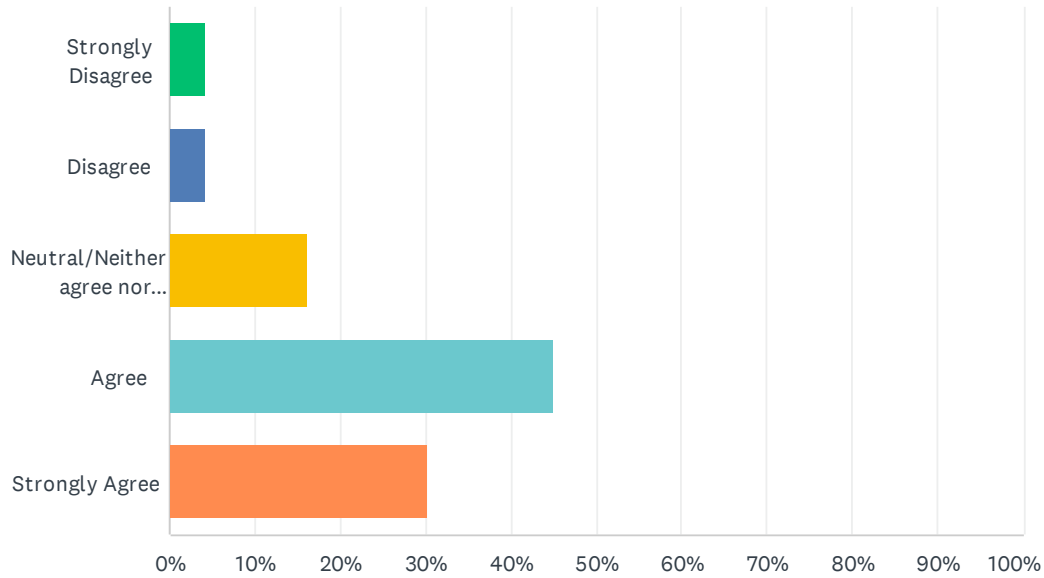
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.19%	8
Disagree	0.00%	0
Neutral/Neither agree nor disagree	5.24%	10
Agree	35.08%	67
Strongly Agree	55.50%	106
TOTAL		191

Q11 I am satisfied with the culture of my workplace.

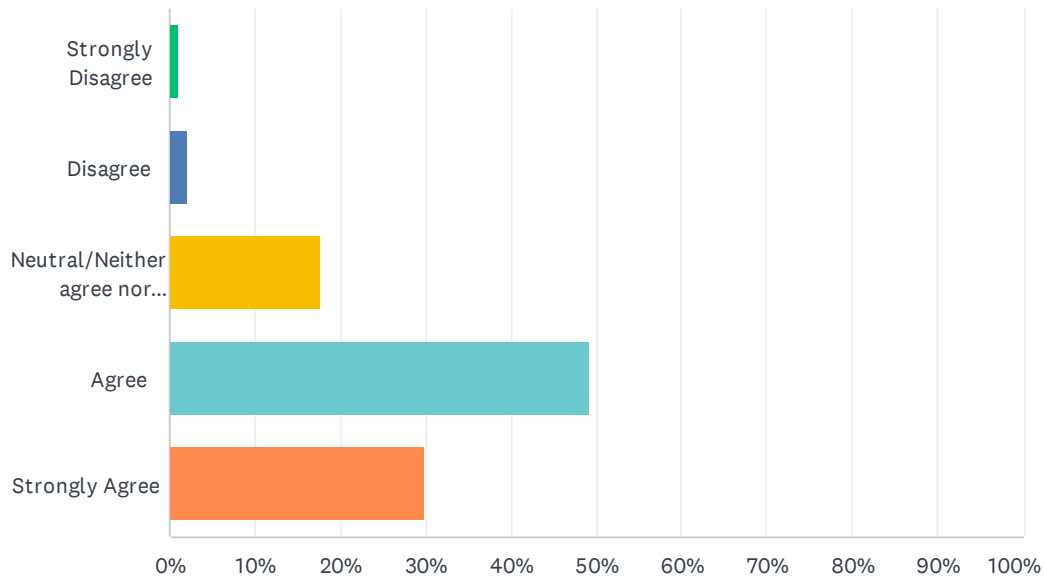
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES
Strongly Disagree	4.19% 8
Disagree	4.19% 8
Neutral/Neither agree nor disagree	16.23% 31
Agree	45.03% 86
Strongly Agree	30.37% 58
TOTAL	191

Q12 I understand how my work impacts the library's strategic plan goals.

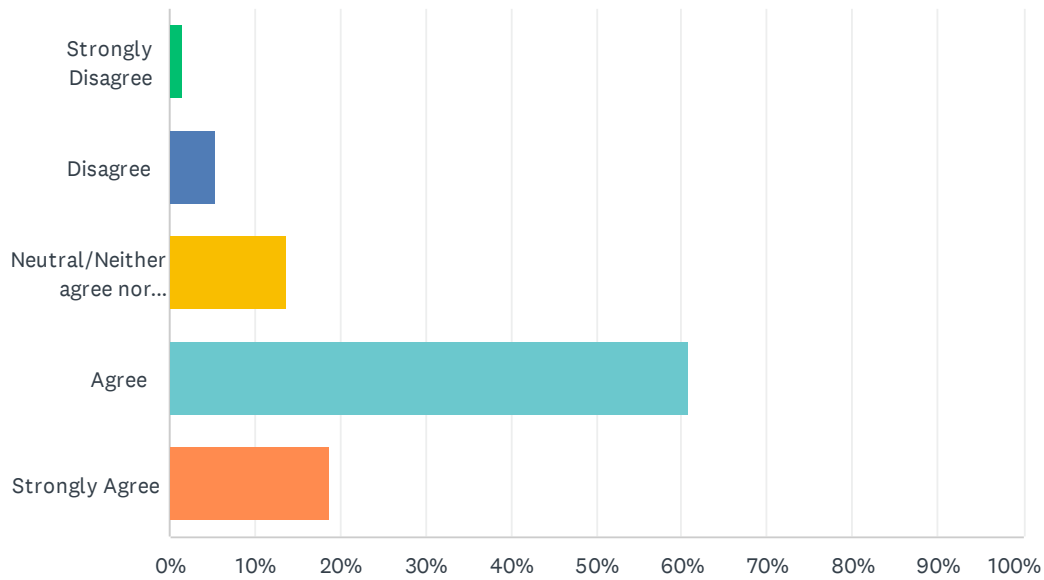
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.05%	2
Disagree	2.09%	4
Neutral/Neither agree nor disagree	17.80%	34
Agree	49.21%	94
Strongly Agree	29.84%	57
TOTAL		191

Q13 I have the tools I need to enable me to do my job effectively.

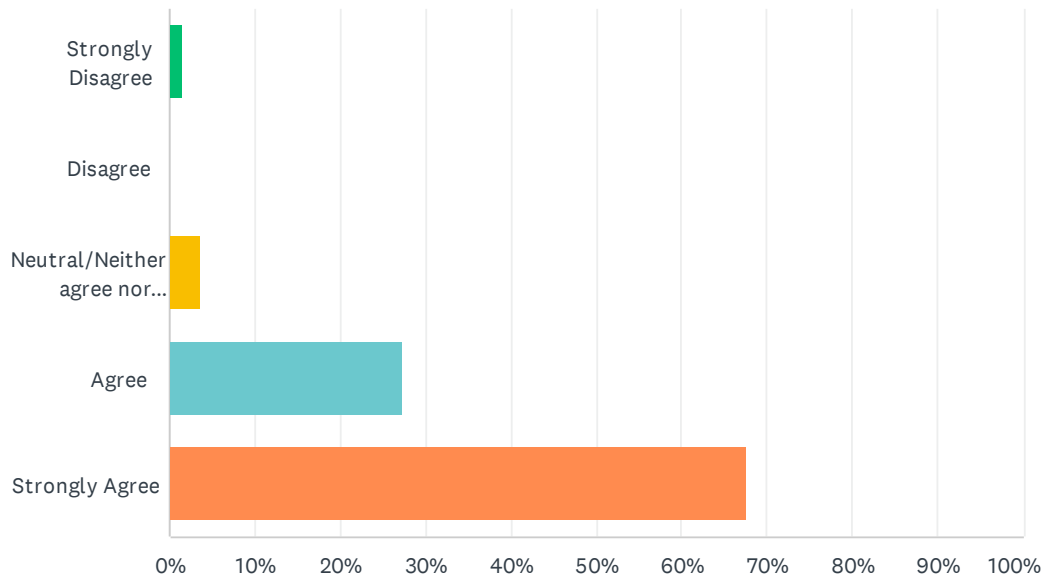
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.57%	3
Disagree	5.24%	10
Neutral/Neither agree nor disagree	13.61%	26
Agree	60.73%	116
Strongly Agree	18.85%	36
TOTAL		191

Q14 I am determined to give my best effort at work each day.

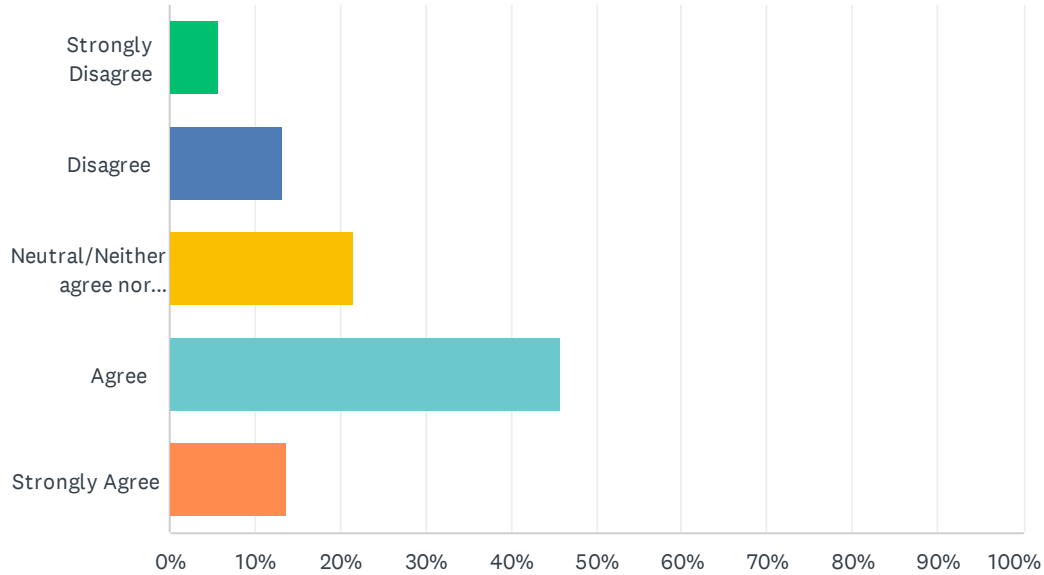
Answered: 191 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.57%	3
Disagree	0.00%	0
Neutral/Neither agree nor disagree	3.66%	7
Agree	27.23%	52
Strongly Agree	67.54%	129
TOTAL		191

Q15 Communication between senior leaders and employees is good in my organization.

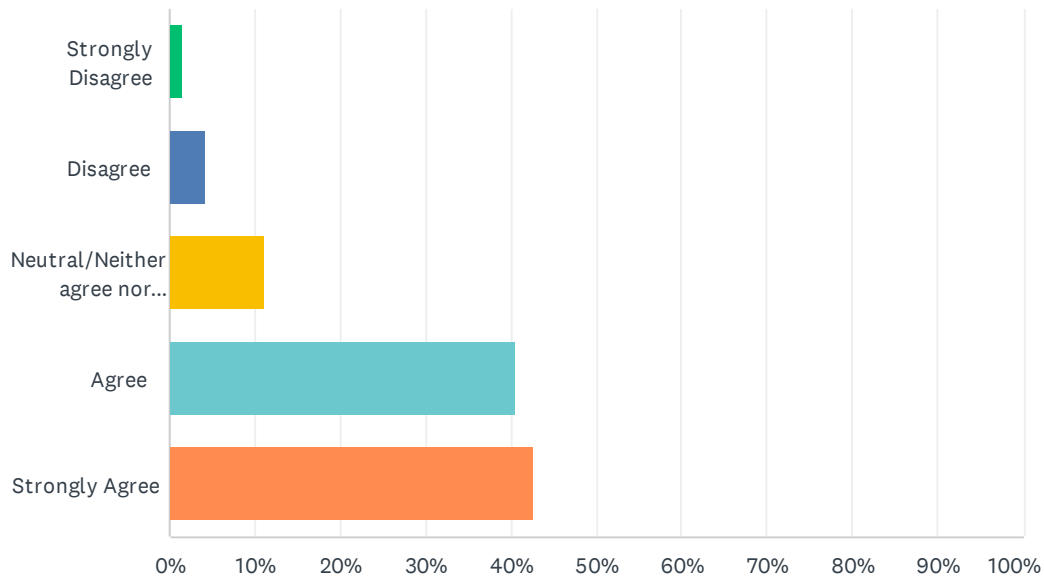
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	5.79%	11
Disagree	13.16%	25
Neutral/Neither agree nor disagree	21.58%	41
Agree	45.79%	87
Strongly Agree	13.68%	26
TOTAL		190

Q16 My direct supervisor keeps me and my department informed

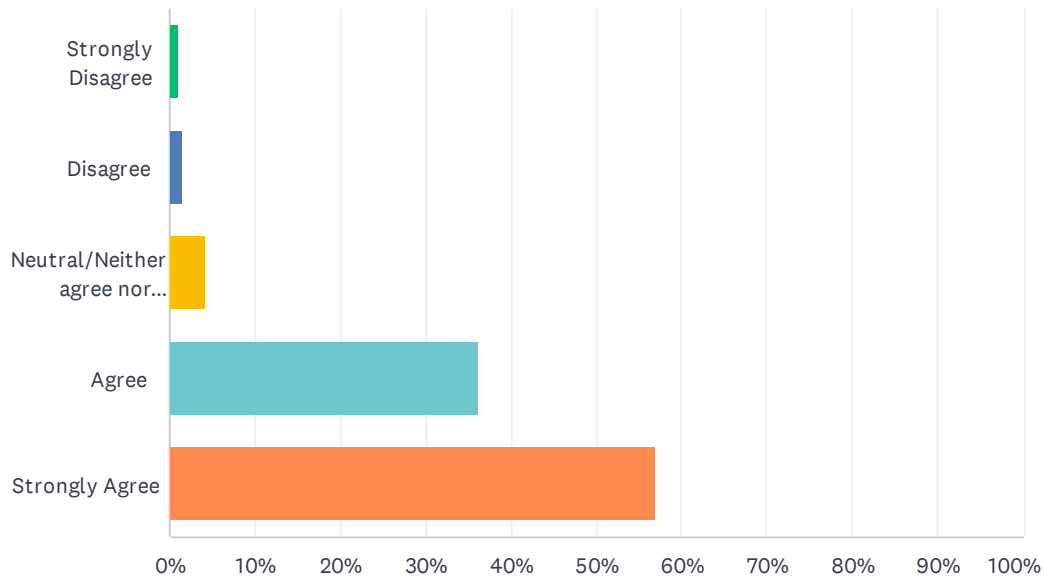
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.58%	3
Disagree	4.21%	8
Neutral/Neither agree nor disagree	11.05%	21
Agree	40.53%	77
Strongly Agree	42.63%	81
TOTAL		190

Q17 My supervisor and I have a good working relationship.

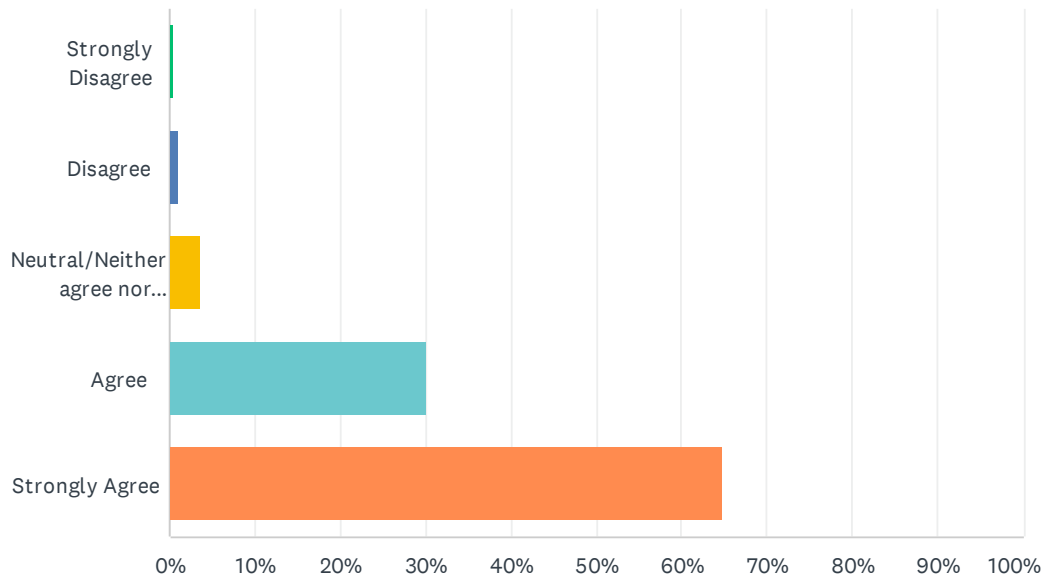
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.05%	2
Disagree	1.58%	3
Neutral/Neither agree nor disagree	4.21%	8
Agree	36.32%	69
Strongly Agree	56.84%	108
TOTAL		190

Q18 My coworkers and I have a good working relationship.

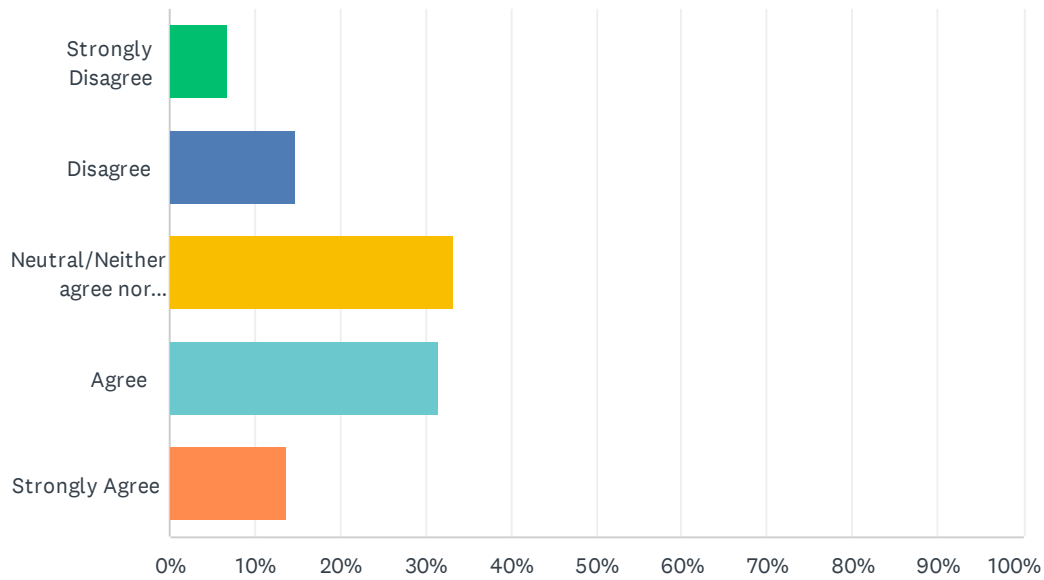
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.53%	1
Disagree	1.05%	2
Neutral/Neither agree nor disagree	3.68%	7
Agree	30.00%	57
Strongly Agree	64.74%	123
TOTAL		190

Q19 Senior management and employees trust each other.

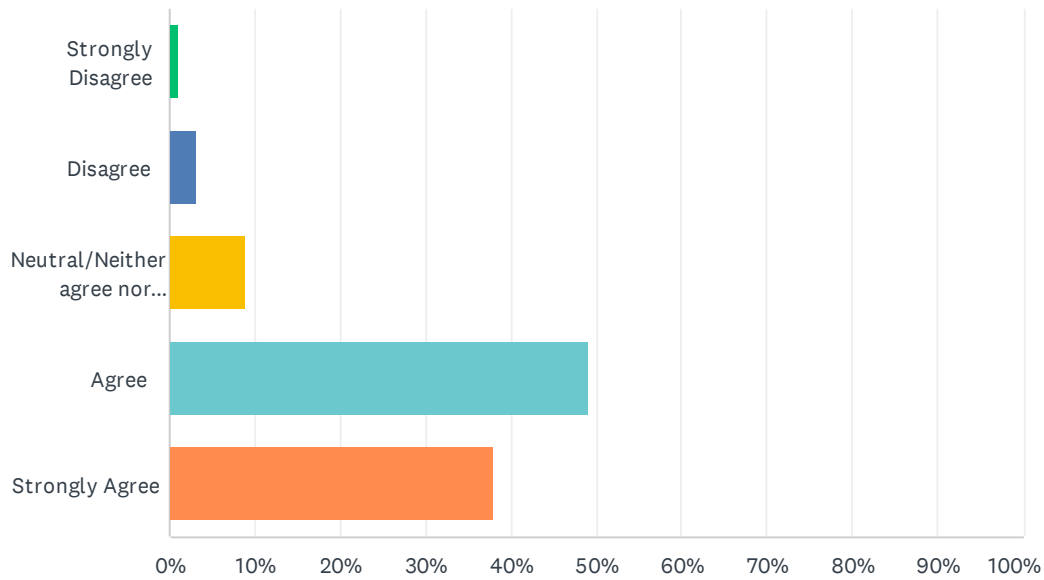
Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	6.84%	13
Disagree	14.74%	28
Neutral/Neither agree nor disagree	33.16%	63
Agree	31.58%	60
Strongly Agree	13.68%	26
TOTAL		190

Q20 Employees treat each other with respect.

Answered: 190 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.05%	2
Disagree	3.16%	6
Neutral/Neither agree nor disagree	8.95%	17
Agree	48.95%	93
Strongly Agree	37.89%	72
TOTAL		190

Benchmarks

Survey Monkey provides benchmark data to compare ourselves to other companies who have used the same question. The following is a comparison of GRRL responses to the benchmark data. Similar to the 2019 survey, most of the questions indicate a higher level of satisfaction and engagement from GRRL respondents than the benchmark data.

Survey Question	Agree/Satisfied		Strongly Agree/ Completely Satisfied	
	GRRL%	Benchmark%	GRRL%	Benchmark%
I am satisfied with the culture of my workplace	45	44	30	27
Communication between senior leaders and employees is good in my organization	27	37	68	54
My supervisor and I have a good working relationship	36	38	57	46
Senior management and employees trust each other	32	39	14	21
My organization's work positively impacts people's lives	35	43	56	40
I am determined to give my best effort at work each day	27	37	68	54
My coworkers and I have a good working relationship	30	45	65	43
Employees treat each other with respect	49	46	38	32

Comments

The 2023 survey included a question allowing respondents to include comments on how communication can be improved. Of the 194 responses, 89 respondents included comments for this question. The comments are summarized below.

- The importance of supervisor communication with staff and suggestions to make sure all staff get the same message.
- A desire for more meetings and the ability to connect within departments, libraries and across the region.
- Concerns about differences in communication between departments, between branches and St. Cloud, between departments within St. Cloud
- Comments that communication is generally good.
- Concerns about the speed of communication in relation to changes in policy and procedure.

A final question on the 2023 survey allowed staff to express any comments, questions or concerns. There were a total of 39 responses to this question. The comments are summarized below:

- Roughly one-third of the comments were regarding low pay rates for aides or the low number of hours per position.
- General comments that GRRRL is a good place to work and appreciation for the work environment.
- Suggestions to improve the usability of the staff website to make procedures easier to find.
- Suggestions on how survey questions should have been worded to be more clear.



Collection Development Policy Final Draft

Submitted by Jami Trenam, Associate Director – Collection Development and Karen Pundsack, Executive Director

BOARD ACTION REQUESTED

- Information
 Discussion
 Approve/Accept

RECOMMENDATION

Approve the final draft of 500 Collection Development policy.

BACKGROUND INFORMATION

Supporting Documents Attached

- Mark up and clean versions of the Collection Development policies

The Collection Development Committee recommended revisions to the Collection Development policy in October. The Committee edited the policy to incorporate feedback received from Board members at the GRRL Board October work session.

FINANCIAL IMPLICATIONS

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

ACTION

- Passed Failed Tabled

FINAL DRAFT Great River Regional Library (GRRL) 500 Collection Development Policies

Introduction

Chapter 1. Collection Goals

Chapter 2. Collection Principles

Chapter 3. Intellectual Freedom

Chapter 4. Selection

Chapter 5. Collection Management

Chapter 6. Reconsideration of Library Resources

Chapter 7. Definitions

Chapter 8. Supporting Documents

Introduction

GRRL develops, organizes, and makes available to the public a collection of books, media and information resources. The purpose of this policy is to inform the public and GRRL staff about the principles that guide the selection of library resources.

Chapter 1. Collection Goals

The library strives to be a resource for people in GRRL's communities to find trusted information they need to thrive. The goals of the GRRL collection are:

- [ensuring public monies are spent wisely to meet public demand for library resources,](#)
- supporting the library's mission, vision and strategic framework,
- providing free and equal access to materials and resources,
- meeting the evolving learning, information, education and cultural needs of all of the people in GRRL's region.

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The library recognizes that within its six county region there are communities, groups and individuals with varied interests, backgrounds, ages, ethnic and cultural heritages, social values, educational levels and reading abilities. This diversity in community interests and needs requires a collection that spans a broad spectrum of subjects and presents various perspectives, ranging from the straightforward to the intricate. The library ~~aims to build~~ and ~~sustain~~ an inclusive collection that mirrors this diversity and encompasses both popular works and works of lasting value.

Chapter 3. Intellectual Freedom

GRRL recognizes its responsibility to make available a selection of resources on subjects of interest to its users. This includes materials that cover various perspectives of controversial topics, enabling patrons to form their own opinions.

Monitoring the reading and viewing of a minor or ward is entirely the responsibility of their parents, guardians or designated caregivers. Each individual and family is free to apply their personal values when choosing materials for themselves. The values of one individual or family ~~will~~ ~~may~~ not be imposed on another.

The library is a forum for all points of view, and is rooted in the principles of intellectual freedom and freedom of speech as articulated in the First Amendment of the U.S. Constitution. The library is guided by the Library Bill of Rights, Freedom to Read, and Freedom to View policy statements as adopted by the American Library Association.

See also Administration ~~Policy Service~~ Chapter 4A. [Intellectual Freedom](#)

See also Security [Policy](#) Chapter 3. [Unattended Children and Vulnerable Adults](#)

Chapter 4. Selection

4A. Responsibility for Selection

Ultimate responsibility for selection of materials and managing the allocation of funds for this purpose rests with the Executive Director. The Executive Director operates within the framework of budgets, policies, goals and objectives determined by the Board of Trustees. The Executive Director delegates authority to interpret and apply these policies on a daily basis to the Associate Director - Collection Development and/or to staff members responsible for material selection. In carrying out these duties, library staff exercise professional judgment. In cases where unique challenges arise, staff will seek guidance from the Executive Director.

Selection ~~is intended to build~~ a collection that aligns with patron needs. Selection does not necessarily reflect the opinions or values of the individual selector, individual members of the GRRL Board of Trustees, or the Great River Regional Library as a whole.

4B. General Criteria for Selection

Materials are selected on the merits of the content as a whole and without regard to the personal history of the author, composer or producer. Each work is considered on its own merit. To develop and maintain an excellent collection, resources are evaluated on the following criteria.

An item may be included or excluded on one or more of the following criteria:

- Availability and suitability of physical, digital or electronic form for public library use
- Cost, in relation to the wise use of available resources
- Present and anticipated relevance to community needs and/or local interest
- Relation to the existing collection and to other material on the subject
- Requests by GRRL users
 - Policy, budget, and shelving space may limit the ability of GRRL to provide all requested materials
 - Requests will be considered equitably for purchase using the established selection procedures and the Collection Development Policy

- Reviews or bibliographies in trade publications such as Booklist, Kirkus, and School Library Journal

No library is able to purchase all materials needed by its patrons; therefore, GRRL participates in the MNLINK and OCLC interlibrary loan programs as a lender and borrower.

See also [Patron Services Policy Chapter 1D. Interlibrary Loan](#)

4C. Cataloging

GRRL participates in a library community that agrees on standards for cataloging and classification that enable greater resource sharing and accessibility through electronic access.

The majority of items in the collection are shared between all GRRL libraries and not assigned to a specific library. A shared item's location will automatically be changed to the library where the item is checked in, allowing even the smallest library to see a refreshed collection. Some items may be assigned to individual libraries at the discretion of Collection Development staff. Materials purchased with gift funds designated for a specific GRRL location may be assigned to that location for a period of time.

4D. Placement of Library Materials and Resources

Materials are organized in collections as a guide to help patrons find what they need. However, categorizing materials by the intended audience does not guarantee that a specific item will be appropriate for all people in that age group. Determining intended audience includes consulting the publisher's marketing materials, reviews in trade publications, industry standards, and other relevant tools.

GRRL does not apply labels to materials to indicate approval or disapproval of their content. Library materials and resources will not be restricted by the possibility that they might be accessed by children. It is the responsibility of parents, guardians, or designated caregivers to oversee the access of library materials by children.

Library resources may be featured or displayed within the library or on the library's website. Placing materials on display does not constitute an endorsement by Great River Regional Library of the views expressed in the material.

See also Administration [Policy Chapter 4A. Intellectual Freedom](#)

See also Security [Policy Chapter 3. Unattended Children and Vulnerable Adults](#)

4E. Relationships with Library Resource Vendors, Publishers and Authors

Purchasing and selection decisions are made in a manner most efficient and cost effective for GRRL. Vendors, publishers and authors may submit written or electronic information for consideration. GRRL does not engage in purchases through unsolicited materials previews or processes that require meetings with sales representatives.

Given the substantial volume of requests received, GRRL cannot engage in direct follow-ups with vendors or authors regarding purchasing inquiries. Materials submitted to or provided to GRRL for potential

purchase consideration will be regarded as donations and, as such, will not be formally acknowledged or returned.

4F. Gifts

GRRL welcomes gifts of library materials or money to buy materials but reserves the right to use and dispose of gift materials and funds as seems appropriate for current needs. GRRL may choose to decline donated materials, especially if they come with specific conditions, such as a request for special collection status or unique circulation rules.

All gift materials must meet Collection Development Policy selection criteria in order to be added to the collection. Accepting donated materials does not guarantee they will become part of the GRRL collection. GRRL is unable to provide notification to donors regarding the status of their donated materials, nor can we return items if they are not selected for inclusion in the collection. Items that are not needed or suitable for the collection may be sold or otherwise disposed of by GRRL.

Chapter 5. Collection Management

Collection Management is the systematic evaluation of the collection designed to facilitate the repair or withdrawal of library materials.

An item may be withdrawn from the library's collection when it meets one or more of the following criteria:

- Damaged
- Factually inaccurate or obsolete
- No longer in demand as evidenced by circulation history
- Superseded by a newer edition or newer titles on the topic

Collection Development staff will review all final copy removals to determine local, regional or national access. A title may be retained if it is deemed valuable on one of these levels.

Chapter 6. Reconsideration of Library Resources

GRRL will reconsider any material in its collection upon written request from a patron on a Request for Reconsideration form. The Request for Reconsideration Form may also be used if a requested item is not selected for the collection. Submission of a Request for Reconsideration will result in a written response. GRRL is aware that one or more persons may take issue with the selection of any specific item, and will consider any expression of opinion by patrons. However, GRRL does not undertake the task of pleasing all patrons by the elimination of items selected after due deliberation under guidance of the policies expressed herein.

6A. Process

GRRL recognizes that a patron may have concerns about a library resource. A concerned patron who is dissatisfied with informal discussions with staff will be offered a Request for Reconsideration form. The form must be completed to initiate a formal review. The resource in question will remain in place during

the review process.

1. The patron may initiate a Request for Reconsideration with the public service staff at any branch library. The Request for Reconsideration form must be filled out in its entirety and any supporting documentation that the patron wishes the library to consider must be included with submission.

Individuals wishing to submit a Request for Reconsideration form must have an active library card with Great River Regional Library. An individual may have no more than two active reconsideration requests in process at one time. Forms must be submitted to staff at any branch library. Mailed or emailed forms will only be considered if [the](#) individual submitting is homebound.

2. The form is forwarded to the Reconsideration Panel Chair. The Executive Director appoints members of the Reconsideration Panel from the GRRL staff annually. The Chair of the Reconsideration Panel will [send an acknowledgement receipt](#) of the [R](#)request for [R](#)reconsideration within fifteen (15) business days [of receipt](#) and provide information on next steps.
3. The Reconsideration Panel will meet quarterly to review any Requests for Reconsideration received at least fifteen (15) business days before the scheduled meeting and review supporting documentation. The Collection Development Librarian will provide the panel with a summary on the material being reconsidered. [The summary may, including materials such as past and current reviews,](#) the rationale for its initial selection, if known, [and usage statistics.](#) The panel will consider the work as a whole, its cataloging, classification, and First Amendment implications.
4. The Reconsideration Panel, at its sole discretion, may request additional information or conversations with the individual as they consider the request.
5. The Reconsideration Panel will respond within fifteen (15) business days of their quarterly meeting regarding a decision on the request. All Reconsideration Panel decisions require the final approval of the Associate Director - Collection Development or ~~their~~ designee. [The response will include a copy of the Collection Development Policies.](#)
6. If the patron is unsatisfied with the Reconsideration Panel's decision, the patron has fifteen (15) business days [of receiving the Reconsideration Panel's response](#) to notify the Reconsideration Panel Chair in writing to appeal the decision. [The appeal must include detail on how the title violates library policy or standards.](#)
7. The Associate Director - Collection Development will acknowledge ~~receipt of~~ the appeal within fifteen (15) business days [of receipt](#) and provide information on next steps.
8. A conference to discuss the decision with the patron will be scheduled with the Associate Director - Collection Development and Executive Director to review the Reconsideration Panel's decision. [The patron has fifteen \(15\) business days to respond to the scheduling invitation.](#)

9. If a conference is not desired by the [patron individual](#) or the [patron individual](#) does not cooperate with scheduling the conference within fifteen (15) business days, the appeal will be considered abandoned.
10. The Associate Director - Collection Development and Executive Director will provide a response within fifteen (15) business days of the conference. [The response will include reasoning about the decision and information about the appeal process.](#)
11. If the patron is unsatisfied with the conference decision, the patron has fifteen (15) business days [of receipt](#) to notify the Executive Director in writing that they want to appeal to the GRRL Board. The Executive Director will notify the patron of the date of the next regular GRRL Board meeting.
12. The GRRL Board will discuss forming a special Review Committee to address the appeal at the next regular GRRL Board meeting. Initiating a Review Committee requires a majority vote of the Board. This decision is not subject to appeal.
13. If formed, the Review Committee will consist of the Board President, Executive Director, Associate Director – Collection Development, Reconsideration Panel chair and two (2) GRRL Board members appointed by the Board President. The Review Committee will meet within thirty (30) days to review and make a final decision on the appeal. The Executive Director, with approval by the Board President, will send notice within fifteen (15) business days of the Review Committee’s decision.
14. The decision of the Review Committee is final and remains in effect for a period of five (5) years, barring any changes to state or federal statutes that would void the decision.

Chapter 7. Definitions

Library resources: The phrase library resources as it occurs in this policy has the widest possible meaning and includes materials of every format, language and treatment.

Interlibrary Loan: Resources obtained from outside the GRRL region.

Chapter 8. Supporting Documents

First Amendment; Library Bill of Rights, Freedom to Read Statement, and Freedom to View Statement

Approved Date: 03/20/07

Effective Date: 03/20/07

Revised Date: 05/11/10, 03/20/12, 03/19/19, 11/21/23

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See also Administration Policy Chapter 4A. [Intellectual Freedom](#)

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The majority of items in the collection are shared between all GRRL libraries and not assigned to a specific library. A shared item's location will automatically be changed to the library where the item is checked in, allowing even the smallest library to see a refreshed collection. Some items may be assigned to individual libraries at the discretion of Collection Development staff. Materials purchased with gift funds designated for a specific GRRL location may be assigned to that location for a period of time.

4D. Placement of Library Materials and Resources

Materials are organized in collections as a guide to help patrons find what they need. However, categorizing materials by the intended audience does not guarantee that a specific item will be appropriate for all people in that age group. Determining intended audience includes consulting the publisher's marketing materials, reviews in trade publications, industry standards, and other relevant tools.

GRRL does not apply labels to materials to indicate approval or disapproval of their content. Library materials and resources will not be restricted by the possibility that they might be accessed by children. It is the responsibility of parents, guardians, or designated caregivers to oversee the access of library materials by children.

Library resources may be featured or displayed within the library or on the library's website. Placing materials on display does not constitute an endorsement by Great River Regional Library of the views expressed in the material.

See also Administration Policy Chapter 4A. [Intellectual Freedom](#)

See also Security Policy Chapter 3. [Unattended Children and Vulnerable Adults](#)

4E. Relationships with Library Resource Vendors, Publishers and Authors

Purchasing and selection decisions are made in a manner most efficient and cost effective for GRRL. Vendors, publishers and authors may submit written or electronic information for consideration. GRRL does not engage in purchases through unsolicited materials previews or processes that require meetings with sales representatives.

Given the substantial volume of requests received, GRRL cannot engage in direct follow-ups with vendors or authors regarding purchasing inquiries. Materials submitted to or provided to GRRL for potential

purchase consideration will be regarded as donations and, as such, will not be formally acknowledged or returned.

4F. Gifts

GRRL welcomes gifts of library materials or money to buy materials but reserves the right to use and dispose of gift materials and funds as seems appropriate for current needs. GRRL may choose to decline donated materials, especially if they come with specific conditions, such as a request for special collection status or unique circulation rules.

All gift materials must meet Collection Development Policy selection criteria in order to be added to the collection. Accepting donated materials does not guarantee they will become part of the GRRL collection. GRRL is unable to provide notification to donors regarding the status of their donated materials, nor can we return items if they are not selected for inclusion in the collection. Items that are not needed or suitable for the collection may be sold or otherwise disposed of by GRRL.

Chapter 5. Collection Management

Collection Management is the systematic evaluation of the collection designed to facilitate the repair or withdrawal of library materials.

An item may be withdrawn from the library's collection when it meets one or more of the following criteria:

- Damaged
- Factually inaccurate or obsolete
- No longer in demand as evidenced by circulation history
- Superseded by a newer edition or newer titles on the topic

Collection Development staff will review all final copy removals to determine local, regional or national access. A title may be retained if it is deemed valuable on one of these levels.

Chapter 6. Reconsideration of Library Resources

GRRL will reconsider any material in its collection upon written request from a patron on a Request for Reconsideration form. The Request for Reconsideration Form may also be used if a requested item is not selected for the collection. Submission of a Request for Reconsideration will result in a written response. GRRL is aware that one or more persons may take issue with the selection of any specific item, and will consider any expression of opinion by patrons. However, GRRL does not undertake the task of pleasing all patrons by the elimination of items selected after due deliberation under guidance of the policies expressed herein.

6A. Process

GRRL recognizes that a patron may have concerns about a library resource. A concerned patron who is dissatisfied with informal discussions with staff will be offered a Request for Reconsideration form. The form must be completed to initiate a formal review. The resource in question will remain in place during

the review process.

1. The patron may initiate a Request for Reconsideration with the public service staff at any branch library. The Request for Reconsideration form must be filled out in its entirety and any supporting documentation that the patron wishes the library to consider must be included with submission.

Individuals wishing to submit a Request for Reconsideration form must have an active library card with Great River Regional Library. An individual may have no more than two active reconsideration requests in process at one time. Forms must be submitted to staff at any branch library. Mailed or emailed forms will only be considered if the individual submitting is homebound.

2. The form is forwarded to the Reconsideration Panel Chair. The Executive Director appoints members of the Reconsideration Panel from the GRRL staff annually. The Chair of the Reconsideration Panel will send an acknowledgement of the Request for Reconsideration within fifteen (15) business days of receipt and provide information on next steps.
3. The Reconsideration Panel will meet quarterly to review any Requests for Reconsideration received at least fifteen (15) business days before the scheduled meeting and review supporting documentation. The Collection Development Librarian will provide the panel with a summary on the material being reconsidered. The summary may include materials such as past and current reviews, the rationale for its initial selection, if known, and usage statistics. The panel will consider the work as a whole, its cataloging, classification, and First Amendment implications.
4. The Reconsideration Panel, at its sole discretion, may request additional information or conversations with the individual as they consider the request.
5. The Reconsideration Panel will respond within fifteen (15) business days of their quarterly meeting regarding a decision on the request. All Reconsideration Panel decisions require the final approval of the Associate Director – Collection Development or designee. The response will include a copy of the Collection Development Policies.
6. If the patron is unsatisfied with the Reconsideration Panel's decision, the patron has fifteen (15) business days of receiving the Reconsideration Panel's response to notify the Reconsideration Panel Chair in writing to appeal the decision. The appeal must include detail on how the title violates library policy or standards.
7. The Associate Director – Collection Development will acknowledge the appeal within fifteen (15) business days of receipt and provide information on next steps.
8. A conference to discuss the decision with the patron will be scheduled with the Associate Director – Collection Development and Executive Director to review the Reconsideration Panel's decision. The patron has fifteen (15) business days to respond to the scheduling invitation.

9. If a conference is not desired by the patron or the patron does not cooperate with scheduling the conference within fifteen (15) business days, the appeal will be considered abandoned.
10. The Associate Director – Collection Development and Executive Director will provide a response within fifteen (15) business days of the conference. The response will include reasoning about the decision and information about the appeal process.
11. If the patron is unsatisfied with the conference decision, the patron has fifteen (15) business days of receipt to notify the Executive Director in writing that they want to appeal to the GRRL Board. The Executive Director will notify the patron of the date of the next regular GRRL Board meeting.
12. The GRRL Board will discuss forming a special Review Committee to address the appeal at the next regular GRRL Board meeting. Initiating a Review Committee requires a majority vote of the Board. This decision is not subject to appeal.
13. If formed, the Review Committee will consist of the Board President, Executive Director, Associate Director – Collection Development, Reconsideration Panel chair and two (2) GRRL Board members appointed by the Board President. The Review Committee will meet within thirty (30) days to review and make a final decision on the appeal. The Executive Director, with approval by the Board President, will send notice within fifteen (15) business days of the Review Committee's decision.
14. The decision of the Review Committee is final and remains in effect for a period of five (5) years, barring any changes to state or federal statutes that would void the decision.

Chapter 7. Definitions

Library resources: The phrase library resources as it occurs in this policy has the widest possible meaning and includes materials of every format, language and treatment.

Interlibrary Loan: Resources obtained from outside the GRRL region.

Chapter 8. Supporting Documents

First Amendment; Library Bill of Rights, Freedom to Read Statement, and Freedom to View Statement

Approved Date: 03/20/07

Effective Date: 03/20/07

Revised Date: 05/11/10, 03/20/12, 03/19/19, 11/21/23



St. Michael Open Hours Adjustment

Submitted by Jeannette Burkhardt, Patron Services Supervisor

BOARD ACTION REQUESTED

Information

Discussion

Action Requested

RECOMMENDATION

Increase the St. Michael Library open hours from 47 to 48 per week in 2024.

BACKGROUND INFORMATION

Supporting Documents Attached

The St. Michael Public Library was identified for an increase in open hours in the 2022 Library Development Plan due to sustained increases in library activity and borrower numbers. Adding one additional hour per week would bring this library to the same level as Buffalo and Elk River. A study of circulation activity, door count, and patron survey were conducted in October to determine the best schedule. The 2024 open hours schedule will be:

- Monday – Thursday: 10:00 a.m. to 7:00 p.m.
- Friday: 10:00 a.m. to 5:00 p.m.
- Saturday: 9:00 a.m. to 2:00 p.m.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ 4,537.70 Funding Source: Budget Request 03/07/23

Budgeted: Yes No N/A

ACTION

Passed

Failed

Tabled