

GRAL Director's Report

OCTOBER 2021

ADVOCACY

-City of Grand Rapids

I attended the 9/20 Special Council Work Session to discuss the 2022 Library budget. The City Council set a preliminary levy at the 9/27 City Council meeting that includes the 2022 Library budget as discussed at the September Library Board meeting.

-Itasca County

I am in contact with the County Auditor/Treasurer to monitor the status of the 2019 increase as the 2022 budget process unfolds. Currently, the County Budget maintains the 2019 increase. Overall, the preliminary county levy is a 0% increase.

-American Rescue Plan Act – State Library Services / Arrowhead Library System

At Library Board direction, I applied to Arrowhead Library System for ARPA grant funds. I was notified the Library is set to receive \$4,800. This grant will offset about half of the cost of (2) network switches from SHI International – the low quote accepted at the August Library Board meeting. The IT Director anticipates the network switches will arrive in early November.

LIBRARY MANAGEMENT

-Organizational Development Consultant

As I reported at previous meetings, the City Council authorized hiring of Susan Herreid, Organizational Development Consultant, for conflict resolution at the Library. I have included the Request For Council Action complete with a description of Dr. Herreid's three-phase approach. We are currently entering Phase 2 – work is ongoing.

-Municode (website) transition

The City Council authorized city staff to move forward with transitioning the city website to the Municode platform. Municode is the vendor that the city recently switched to for agenda management software – they have been great to work with.

-Grand Rapids Area Library Foundation meeting

I attended the 9/16 Foundation meeting and I am very excited about how this group is moving forward with potential bylaw changes.

-Grand Rapids Library Friends

The Friends conducted their annual meeting 9/23 at United Methodist Church with officer and board elections.

FACILITIES MAINTAINANCE / SPACE

-Rapids River Fest

The Library closed to the public 9/10 and served as the Rapids River Fest green room. Event staff cleaned up after the concerts and service resumed 9/13 as scheduled.

-9/20 Rain event

The Library was leaking in several areas due to heavy rain. The Facilities department visited the building to see the issues firsthand.

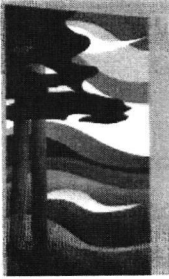
-Carpet Cleaning

Mike Russell is working on cleaning carpet in the public and staff areas of the Library over several weekends this fall.

FIRE RESPONSE

I responded to 16 calls in September (3 from the Library).

END OF REPORT



CITY OF
GRAND RAPIDS
 IT'S IN MINNESOTA'S NATURE

REQUEST FOR COUNCIL ACTION

AGENDA DATE: August 9, 2021

AGENDA ITEM: Consider hiring Susan Herreid, Organizational Development Consultant, for conflict resolution at the Library.

PREPARED BY: Lynn DeGrio

BACKGROUND:

Dr. Susan Herreid Ph.D CEAP, Organization Development Consultant from Herreid & Associates Consulting has submitted a proposal for a three-phased approach to Coaching and Conflict Resolution.

Dr. Herreid has established a successful record as an Organizational Development Consultant (ODC) by working with leaders, employees and workgroups in both the public and private sector. Dr. Herreid has also managed and implemented employee assistance programs and consulted in the development of a national EAP program. She helped to structure, develop and implement processes and procedures, as well as create both national and international provider networks.

The estimated fees are as follows:

Not to exceed for direct services:	\$3,250.00
Estimated fees for documentation services:	\$ 700.00
Estimated fees for travel:	<u>\$ 525.00</u>
TOTAL ESTIMATED COST	\$4,475.00

REQUESTED COUNCIL ACTION:

Make a motion to authorize City staff to utilize the professional services of Dr. Susan Herreid at an estimated cost of \$4,475.00.

Herreid & Associates Consulting
Susan Herreid Ph.D CEAP
Organization Development Consultant

A phased approach to Coaching and Conflict Resolution

Phase 1:

Resolution and Planning Session

Conduct individual interviews with each of the resolution participants to hear their perspective regarding the workplace relationship and professional interactions with the other party or parties. The interview discussions may also include other issues that have impacted their communication, collaboration, professional trust, etc.

A joint resolution session is facilitated by the Consultant to discuss the identified issues and action items that will help to bring about resolution and promote a more proactive working relationship going forward. Specific work steps in this resolution process include the following:

- Schedule planning discussion with the identified stakeholder(s) to discuss the conflict resolution process and services requested
- Conduct individual interviews with the resolution participants
- Identify themes and discussion topics and plan for resolution session
- Facilitate a resolution session
- Compile notes and identify action items that will be summarized in a resolution document
- Present the summary to the resolution participants for their review and to ensure an accurate reflection of their conversation and outcomes
- Share the resolution summary with the identified stakeholder(s) as appropriate for onsite support and accountability

Phase 2:

Follow Up Resolution Session

A follow-up session is recommended within 3 - 6 weeks to discuss the participant's efforts following the initial resolution conversation. The follow-up allows the participants to identify successes as well as any other issues that may have come up since their initial conversation. The follow-up also provides the opportunity to discuss both parties ongoing efforts, additional strategies and/or skill development needs as well as any other resources that might be beneficial.

Additional Services (As Requested)

After conflict resolution process there may be other issues that are recommended which may include one or more of the following:

- Staff or team development/training
- Leadership coaching and consultation
- Employee professional development session(s)
- Work sessions with management personnel
- Change management
- Customized trainings
- Performance management development and implementation

Phase 3:

Work with management personnel/stakeholders to:

- Identify future needs and or strategic intent
- Define ongoing objectives
- Provide documentation of consultation results

Fees for Consultation Services:

Direct services are billed at \$250.00 per hour

Training material, document preparation and planning services are billed at \$100.00 per hour

Travel time billed at \$75.00 per hour

Susan J. Herreid Ph.D., CEAP:

Dr. Susan Herreid has established a successful record working with leaders, employees and workgroups in both public and private sector organizations over the past 21 years. Dr. Herreid has also managed and implemented employee assistance programs. She consulted in the development of a national EAP program helping to structure, develop and implement processes and procedures, as well as creating both national and international provider networks.

Dr. Herreid is a trained executive coach and certified as an Employee Assistance Professional (CEAP). She is also a critical incident stress management (CISM) facilitator and is registered as a qualified neutral, working specifically in employee dispute resolution and workplace mediation.

Contact information:

Susan Herreid Ph.D., CEAP

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susanh@haci.net

* Website currently under construction

Herreid & Associates Consulting
Susan J. Herreid Ph.D., CEAP
Organization Development Consultant

A Phased Approach to a Work Place Culture Assessment

Phase 1:

A climate assessment includes conducting individual interviews with the identified participants (e.g., organization, department, work group, etc.). As a result of the feedback, themes are outlined in a summary document along with recommendations and presented to the identified decision makers or stakeholders. As requested, the Consultant can assist with the development of an action plan for addressing the identified issues or professional development needs. Specific work steps in the assessment process include the following:

- Conduct individual interviews with the identified personnel
- Compile and assess interview feedback and outline common themes and primary issues
- Develop a summary of themes based on interview feedback
- Present summary information to stakeholders
- As requested, work with stakeholders to develop an action plan based on recommendation
- Meet with the interview participants to review the summary document (staff and management personnel in separate groups per the normal process) and identified next steps

Estimated Fees for Phase 1:

- Direct Services are billed at \$250.00 per hour
 9 interviews (approximately 45 - 60 minutes per interview)
 1 summary review and planning session with stakeholders (1 - 2 hours)
 1 summary review session with interview participants (1 - 2 hours)
Not to exceed for direct services: \$3,250.00
- Documentation and planning services are billed at \$100.00 per hour
 Notes compilation and document preparation (5-7 hours)
Estimated fees for documentation services: \$700.00
- Travel time billed at \$75.00 per hour
 Travel time is estimated at 7 hours round trip
Estimated fees for travel: \$525.00

Phase 2:

Additional Organization Development Services:

- Staff or team development/training
 - Facilitated dispute resolution session(s)
 - Leadership coaching and consultation
 - Employee professional development coaching
 - Work sessions with management personnel
 - Customized trainings
 - Organization and change management
 - Performance management development and implementation
 - Referral for additional services (as needed)
- (e.g. employee assistance program, specific trainings and/or assessment tools, etc.)

In addition, the following would be conducted:

- Consistent progress and status sessions with the appropriate management/stakeholders
- Facilitate working sessions with stakeholders related to additional issues (as necessary or requested)

Phase 3: (as requested)

Meet with management personnel/stakeholders to:

- Identify future needs and or strategic intent
- Define ongoing objectives
- Provide documentation summary (e.g., next steps)

Fees for Consultation Services:

Direct services are billed at \$250.00 per hour

Training material, document preparation and planning services are billed at \$100.00 per hour

Travel time billed at \$75.00 per hour

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For more information please contact:

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* Website is current under construction

September in Children's

September is always a "new" time in the Children's Library. With the new school year comes class visits, teacher requests, and kids looking for book report books. It strikes me, that while this year is decidedly not normal, much of these things are happening, still.

ISD 318 has made the choice to NOT staff their libraries, and, instead, have left all library decisions up to individual teachers. This is tragic. School libraries are vitally important, and, are one of the few places that students have free choice in reading materials. Creating a lifelong reader requires helping kids find the books that THEY want to read, not what is given, or assigned, to them. I'm hard pressed to think of a decision MORE detrimental to our community than to give up a school library. Understanding that the administration is under extreme duress at this time, though, I don't think fighting that decision is best right now. There will be a time, though, to help our community's children regain this vital access.

I've had several teachers call us, in a panic, about losing library access. We are trying to piece together plans that would allow me to go to them, to help students access our online catalog, and to do the same type of library curriculum as I did in-person at the library. Covid measures have already altered those plans, but, hopefully, we'll begin a partnership for some classes. (Right now that would be all five sections of East third graders, and Mr. Carlson's 6th grade class, which, due to their age, will be visited by Amy.) When the library again begins hosting groups, they will explore what options are available to get their students here. It's not ideal, by any stretch, but we'll make it work, for now.

Artastic was pretty fantastic this month, with 101 views to date. There were five Thursdays in September, thus, five Online Storytimes. So far, they have been viewed 399 times. Many of those views are by daycare groups, so, that remains an impressive number of Storytime attendees. We also had a Zoom CLAS (Children's Librarians of the Arrowhead System) meeting this month, which is always energizing for me.

A couple of months ago I started a guest spot on KAXE's "What We're Reading" radio segment, with Tammy Bobrowsky. I'm encouraging viewers to read some possible Newbery titles with me, so they have a pony in the race, as they say, come January. It's not only been fun, but a great partnership for the library. If you have a minute, take a listen...and you can play along, too! Happy Fall!