Municipality of Anchorage
Library Advisory Board
February 15, 2017
Minutes

Location: Alden Todd Board room, Z.J. Loussac Library

Roll Call:

X	David Levy, Chair	X	Nancy Hemsath
X	Cristy A. Willer, Secretary	X	Lo Crawford
X	Lucy Flynn O'Quinn	EX	Jonathan Bittner
X	Barbara Jacobs	EX	Kirk Rose
EX	Lupe Marroquin	X	Quincy Taylor, Teen Representative

Staff Present: Mary Jo Torgeson

Call to order: David Levy, Chair, called the meeting to order at 5:40 p.m.

Persons to be heard: None

Mission Moment: Mary Jo reviewed the use of Chromebooks (filtered, for kids' use) and iPads to be used in dispensers.

Consent Agenda:
- The agenda was approved.
- Minutes of January 18, 2017: Lucy moved to approve, Nancy seconded; motion passed.

Discussion/Action Items:
- *American Library Association (ALA) Library Bill of Rights, ALA Code of Ethics Policy, Freedom to Read Statement* were all approved as foundational principals within the Anchorage Public Library system: Lucy moved to approve; Lo seconded; motion passed.
- Computer use and Internet policy review. Discussion focused on balancing intellectual freedom vs. adapting to a variety of patrons' comfort levels with material. Mary Jo will bring samples of a Patron Code of Conduct, Internet Use Policy and Computer Use Policy to our next meeting. Michael Robinson from the Consortium Library will meet with us next fall to discuss this issue.
- Director's Report. Sherry Douglas will be retiring on April 28. *The Future of our Library* was distributed; the planning effort will emphasize data collection and the expansion of new uses of the library.
- Chair's comments. David thanked Lucy for putting together the Assembly presentation. He also led a discussion regarding opening a branch in the Dimond Center. There will be a joint meeting of LAB, Friends, and Foundation in May; Lucy offered to host.
- Summer travel schedules should be on the agenda for the March meeting, which is rescheduled to 3/22.

Adjournment
Lucy moved and Barb seconded a motion to adjourn. The meeting was adjourned at 7:09 p.m.

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
March 22, 2017
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		David Levy, Chair
	Lupe Marroquin		Nancy Hemsath
	Cristy A. Willer, Secretary		Jonathan Bittner
	Lucy Flynn O'Quinn		Lo Crawford
	Kirk Rose		Quincy Taylor, Teen Representative

1. Mission Moment:
    a. Introduction of Jacob Cole, IT Coordinator
    b. Mike Robinson, UAA, Head of Systems; AK Library Association, Chair of Intellectual Freedom Committee

2. Consent Agenda
    a. March 22, 2017 Agenda
    b. February 15, 2017 Minutes

3. Public Meeting Concerning Proposed APL Internet Policy
    a. Review of New Policy, Annie Reeves, Committee Chair
    b. Specific changes in new policy, Library Director
    c. Public Comment
    d. Public Meeting closed

4. Discussion/Action Items
    a. Computer Use and Internet Policy – Action Required
    b. Code of Conduct – Action Required
    c. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, April 19, 2017

7. Adjournment

ANCHORAGE PUBLIC LIBRARY

COMPUTER USE & INTERNET POLICY
-DRAFT-

COMPUTER AND DEVICE ACCESS

The Anchorage Public Library offers public computers and electronic devices at all locations that may be used for electronic communication, database searching, record creation and/or Internet access. Although desktop computers are available at all locations, other devices may not be. Please check with staff if you require a device other than a desktop.

If you do not have your library card with you, you may ask for your card number from any reference desk.

APL DESKTOP COMPUTERS:

- One (1) hour continuous use with a library card
- 30 minutes continuous use without a library card
    - *Additional time for computer usage may vary by demand.*

LAPTOPS, CHROMEBOOKS, and iPADS:

- ***LAPTOPS AND CHROMEBOOKS***:
    - Access subject to availability
    - A two-hour session per device
        - Can check out another laptop or Chromebook for an additional two-hour session depending on availability
        - *Laptops and Chromebooks are due 15 minutes before closing regardless of when they were checked out*
    - REQUIREMENTS:
        - Patrons 18 years and older need to:
            - Show a verified APL card, and
            - Accept liability for the device
    - CHECKING IN DEVICES:
        - Return device to a staff person at the service desk from where it was checked out. *Please wait for the staff person to clear you before you leave the desk.*
    - NOTE: laptops and Chromebooks must not leave the APL library or the security gates for the location from where it was checked out.
- ***iPADS***:
    - Same usage rules as laptops and Chromebooks
    - PROCEDURE:
        - Patrons 18 years and older need to swipe their APL card at the iPad dispenser and enter their PIN.
        - Patrons will need to agree to the APL Computer Use Policy on the check-out screen.
        - iPads must not leave the building from which they were checked out.

COMPUTER AND INTERNET USE:

The Anchorage Public Library (APL) provides public access to the internet in support of its mission and ensures equal access to all. APL's computers are in public areas. Other guests may be involuntarily exposed to what you are viewing. We ask that you remain sensitive to the fact you are working in a public environment shared by people of all ages. If you disrupt other library patrons and/or services, or your behavior is inappropriate for a library setting, we reserve the right to ask you to stop viewing the disruptive material, or to end your session.

All public access computers must be filtered. If you opt for an unfiltered session, you must agree to the library's regulations. Persons requesting unfiltered sessions are responsible for preventing access by anyone 17 or younger.

Unacceptable uses by patrons of all ages include, but are not limited to:

- Failing to sign up for an internet computer; failing to log in using your own library card number or guest card number.
- Failing to comply with time limits.

- Failing to pay for printing.
- Refusing or ignoring staff's request to give up a computer.
- Hacking into the library computer system or any other computer system.
- Mishandling, damaging, or attempting to damage or interfere with computer equipment or software; tampering with computer settings.
    - Tampering with the library hardware or attempting to disable security software will result in the loss of library computer privileges.
- Violating copyright laws and software licensing agreements or the policies of individual websites that you view.

RESPONSE TO VIOLATIONS

- Illegal activities or activities that interfere with or disrupt the network, users, services, or equipment are prohibited and not protected by the library's privacy policy.
- We do not routinely monitor public computers, but reserve the right to do so when a violation of this policy or illegal activity is suspected.
- Staff is authorized to take immediate action to protect the security of computers and the network and to enforce all computer/Internet/WiFi rules.
    - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.

INTERNET USE

The Internet provides access to a wealth of information far beyond our physical collection. Much of the information can be valuable and enlightening; however, some materials are unreliable, personally offensive, or illegal. APL cannot police a global network. As such, each individual user must be responsible for their own activities on the Internet and for the activities of any minor children they are responsible for. *Monitoring a minor's access to APL's wireless network is solely the responsibility of the child's parent or guardian.*

Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.

APL does not provide monitor privacy-screens and no expectation of privacy is guaranteed. *We reserve the right to intervene when activities on a Library or personal device cause a disruption to library users or a complaint is received.*

Internet access is subject to federal, state, and municipal laws as well as APL policies and procedures. Misuse includes but is not limited to:

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography.
- Uses that violate the law or encourage others to violate the law.
- Transmitting offensive or harassing messages.
- Offering for sale or use any substance the possession or use of which is prohibited by law.
- Downloading or transmitting confidential, trade secret information, or copyrighted materials.
- Patrons are expected to use APL computing devices and/or wireless access in a responsible and courteous manner.
    - Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment is prohibited.
    - Desktop computers are in public areas and APL does not guarantee privacy.
    - Displaying or printing materials that violate APL's policy on sexual harassment are prohibited.
    - It is a violation of federal law to knowingly receive visual depictions of minors engaged in sexually explicit conduct.
        - Anyone who does so is subject to federal criminal prosecution under the *Protection of Children against Sexual Exploitation Act of 1977 (18 USC 2252).*
- *Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.*

CONFIDENTIALITY AND PRIVACY

- When a computer session ends, all information about that session is ordinarily deleted. APL erases all patron use records except those essential for library business operations.
    - APL does not retrieve any information including websites visited, passwords, credit card numbers, or any other information a patron has entered.

- APL will release records, including those relating to Internet usage, only as required by law.

CHILDREN AND THE INTERNET

- To comply with federal regularions, all public access computers at APL must be filtered.
  - Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.
- Although filtering software aims to block access to objectionable sites, it cannot block all objectionable sites and it sometimes blocks useful sites.
- APL upholds and affirms the right and responsibility of parents and legal guardians to determine and monitor their children's use of Library materials and resources including the Internet.
  - Library staff is available to help identify and locate resources to help parents and legal guardians oversee their children's use of the Internet.

MUNICIPALITY OF ANCHORAGE AND APL'S ROLE

- Staff is available to provide assistance identifying sites and to help with issues specific to the Library's procedures, e.g., how to print or reserve a computer.
  - Staff will provide this assistance as time allows.
- The Municipality of Anchorage, APL, and their Internet service providers do not control and are not responsible for Internet content.
- Users are responsible for complying with copyright law, licensing agreements, and the policies of the individual websites accessed.

WIRELESS NETWORK ACCESS

APL offers wireless Internet access in all its libraries. *By using our free wireless service (WiFi), you agree to abide by the library's Internet use policy.*

- The Library's wireless network is public and not secure. Use of APL WiFi is entirely at the risk of the user.
  - By choosing to connect to APL WiFi, you signify understanding that there are risks associated with use (e.g., sensitive personal information being compromised and/or potential damages to your hardware or software caused by electric surges, security issues, or consequences caused by viruses or hacking).
  - APL disclaims all liability for loss of confidential information or damages resulting from intentional use of APL WiFi.
- Library staff can provide general information for connecting your device to the wireless network, but cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration.
  - The Library cannot guarantee that your device will work with the Library's wireless access points.

APL Code of Conduct

The Anchorage Public Library strives to provide a welcoming, comfortable, and respectful environment for all users and Library visitors are expected to willingly follow all published rules and regulations. Individuals who do not comply will be asked to leave.

IN ALL CIRCUMSTANCES – DO:

- Contact any staff person with any questions you might have or for any assistance you may need.

BEHAVIOR ON LIBRARY PROPERTY OR AT APL EVENTS - DO NOT:

- Skateboard, roller or in-line skate, actively use wheeled shoe skates, run, or use sporting equipment except at APL sanctioned events
- Sleep within any APL facility or stay overnight on library property unless approved by the library director for an APL event.
    - Any person found sleeping or camping on APL grounds after close of business shall be considered a trespasser.
- Leave personal belongings unattended as APL is not responsible for personal belongings and may dispose of them if you are not found and the items are deemed abandoned
- Eat or drink except in designated areas (may use a covered drink container)
- Speak loudly or use public or cell phones in a disruptive manner
- Play audio materials without using headphones or earbuds
- Have the volume loud enough to be heard by others through headphones or earbuds
- Put feet on furniture or walls
- Solicit for personal, political, or religious purposes
    - **Solicit** – make an urgent request, plea, or entreaty; entice; ask
- Distribute, post, or sell materials or merchandise not approved by the Library Director or appropriate staff
- Gather more than two (2) people around a computer if ADA and/or fire codes are violated
- Use tobacco or smoke in any and all forms available including, but not limited to, chewing tobacco, cigarettes, hand-rolled products, or e-cigarettes
    - Rolling smoking products inside any APL facility is also not allowed.
- Possess, sell, distribute, consume, or be under the influence of alcohol, marijuana, or any controlled substance
- Engage in lewd, offensive, or threatening behavior
    - **Lewd** – lustful or sexual behavior; Engaging in sexual intercourse in a public place; Exposing private body parts
    - **Offensive** – obnoxious, causing annoyance, discomfort, or painful or disagreeable sensations
    - **Threatening behavior** – intentional behavior *which causes a person of ordinary sensibilities fear of injury or harm* (not just rude)
- Use abusive, threatening, obscene language
    - **Abusive** – harsh or coarse insulting language
    - **Threatening** – words that express an intent to injure or physically abuse another person
    - **Obscene** – offensive, rude, derogatory, racist, sexist, or sexual
- Harass or threaten other patrons or library staff verbally, physically, sexually, or electronically. This includes sexual harassment.
    - **Harass** – unsolicited annoying, alarming, or abusive conduct or words which are threatening
    - **Threaten** – intentionally behaving in such a way as to cause a person of ordinary sensibilities fear of injury or harm
- Urinate or defecate outside of a toilet
- Spread or smear bodily fluids on yourself or any part of an APL facility including furniture, walls, fixtures, floors, etc.

APPEARANCE ON LIBRARY PROPERTY OR AT APL EVENTS:

DO:

- Wear clothing and footwear

DO NOT:

- Have disruptive, strong smells such as body odor, perfume, or cologne
- Have a visible infestation of lice, parasites, or other pests

- Have open wounds, sores, bleeding, or a violent illness
- Have wet or soiled clothing that may stain or befoul library furniture

FACILITIES – DO NOT:

- Block access to doors, aisles, computers, services, materials, stairs, elevators, and emergency exits
    - Belongings must not intrude upon or disturb other patron's space.
- Move, alter, rearrange, damage, deface, or destroy library property (e.g. materials/furniture)
- Bring in animals other than service animals
- Misuse restrooms inside any APL library – including bathing and washing your clothes or engaging in activities that will clog toilets

LIBRARY MATERIALS – DO NOT:

- Remove library materials from any APL library without checking them out
- Steal, damage, alter, or misuse library property
    - NOTE: if staff suspects that you have removed materials accidently or willfully without checking them out, staff reserves the right to check your bag(s).

CHILDREN – DO NOT:

- Leave children under the age of 8 years old unaccompanied within any APL library. They must be actively supervised at all times by a responsible person 14 years of age or older who will be held responsible for the child(ren)'s actions.
    - NOTE: some areas, designated by signs, are restricted for the use of youth, their families, and people using youth materials. Unaccompanied adults, please do not loiter in these areas

TRESPASS POLICY:

Guests who engage in unacceptable behavior as defined in this code of conduct may, depending on the severity, receive one warning or be banned immediately from the premises and if necessary, be trespassed from entering any APL library for a period of time. ***In some situations, if the behavior is extreme, no warning is necessary.*** This trespass would apply to all APL programs, facilities, properties, and services.

The length of trespass is determined by the Library Director or her/his designee and depends on the severity of the situation. Note that if you willfully endanger staff or the public, you may be suspended for up to five years. This includes engaging in any activity that has the potential of spreading blood-borne pathogens, assaults, batteries, and/or destruction of property.

Conduct in violation of Federal, State, or local laws, ordinances, regulations, or policies is prohibited in Library facilities and Library grounds. Persons found in violation of any of these may be asked to leave, barred from the Library, or prosecuted.

The Library Director may promulgate reasonable rules pertaining to the use of the properties and facilities of the Anchorage Public Library without Assembly review required. Such rules shall be set forth in writing and available for public review (AO 83-121).

APPEAL PROCESS:

1. Patrons wishing to appeal any disciplinary action may present their case to the library director in writing within 14 days of the decision. The written appeal must be delivered to: **Administration/Anchorage Public Library, Attention: Library Director, 3600 Denali St., Anchorage, AK, 99503.**
2. For trespass durations of 23 months or less, the library director will review the appeal and any decision made is final.
3. For trespass durations of 2 years or longer, the library director, in consultation with the Library Advisory Board, will review the appeal and any decision made is final.

Draft finalized 3/1/2017 for LAB review.

LIBRARY DIRECTOR'S REPORT
March, 2017

Survey: The Foundation received a grant from the Mental Health Trust to conduct a user survey, focused on demographics and needs of users. We will report on the survey at the April meeting.

Staffing:

- We have several critical positions open, waiting for Employee Relations to finish job description review.
- We have hired two new managers: New IT Coordinator, Jacob Cole, started Mar 13 and Stacia McGourty, who has been promoted to Adult Services Coordinator
- We have hired a consultant to work with staff on process improvement, which will examine workflow efficiencies with overall goal of improving customer services. The work will include: Transitions through change, webinairs on LEAN Sigma Six, teaching and strengthening staff work groups as we move into new workrooms and learn new workflows due to Automated Handling.

Branches:

Muldoon:

- Children's librarian created a "Love Letter to My Library" display, featuring a mock mailbox for parents/caregivers to express their library love. It was a hit for our preschool visitors and we also got some lovely feedback from some of our adult fans.
- Nathan Howes came to Muldoon to discuss his very successful outreach to Providence Hospital and the possibility of Muldoon staff doing a similar program with the new Ronald McDonald House at the AK Native Medical Center.
- 27 programs, 554 attendees

Eagle River:

- 70 hrs. of volunteer time
- Branch Manager visited the South Fork Community Council and talked about online/dowloadable resources
- 27 programs, 600 attendees

Mountain View:

- On Jan 6th we partnered with the Alaska Aviation Museum to have their science fair here at MV. What a great turnout! All of the young attendees had a great time working with the fun and scientific building games, objects, and dioramas. MVs own Don had added his 3D printed drone and that was a great way to show how things fly. Both the Anchorage Dispatch News and channel 11 had high light spots about the program and we hope to work with the Alaska Aviation Museum again on programs for science minded kids.

Girdwood:

- 20 programs, 108 attendees
- Branch Manager met to discuss future programs with Girdwood Board of Supervisors

Community Relations/Foundation/Friends

- We have given donor tours over the last month. We received good comments back from those tours.
- Clare Ross, Foundation and LAB members have met with Cook Inlet Housing, First AK Institute, Downtown Partnership and Board Room staffers to discuss feasibility/location/co-housing/financing of future library.

Youth Services

- Sensory storytime continued in its second month. This partnership with AARC (Alaska Autism Resource Center), Stone Soup Group, and the Special Education library focuses a storytime

on children with sensory processing issues such as autism, FASD, and many more. We have received several letters praising this unique program.

- APL and Jon Ebron hosted Battle of the Books the ASD district competition for the high schoolers. This brought a lot of students into the library and strengthened our partnership with ASD
- YS Librarians visited South High School and Central Middle School and spoke to faculty members about digital resources and the ASD card project.
- We started a new series of programs called Coding Unplugged to help kids learn coding logic away from the computer.
- PIC (Programs for Infants and Children) joined us at babytime 2/17. Their educator was available to answer questions from caregivers during the playtime after babytime about early childhood development. This is the first of a partnership where educators will be joining us a few times a month to be available to caregivers to answer questions after baby storytime.

Ready to Read Resource Center

- Gave a presentation for 25 librarians and library workers about childhood brain development, early literacy practices, the 1,000 Books before Kindergarten program, and the RRRC
- Attended Anchorage Imagination Library's Family Engagement meeting (February 2) to assist in planning their event at William Tyson Elementary on March 25. Ready to Read will have a table so that we can advertise our materials to the attending parents and caregivers.
- Attended bi-monthly meetings with Library Development at Alaska State Library
- Met with Laura Cisneros, the partnerships director at Best Beginnings to touch base and arrange for Ready to Read to present at their staff retreat in March.
- Spoke with Kathryn Bevis from Alaska Family Child Care Association about having Ready to Read give a presentation at their April conference.

Adult Services

- Met with Partners for Progress – a non-profit that assists those recently released from prison find housing and employment. They were very excited to learn about the resources the library has.
- Staff met with Providence Hospital to discuss expanding our NICU outreach. Currently the best method appears to be presenting the information to their volunteers, and showing them how to access the downloadable resources.
- Met with the Anchorage Health Literacy Collaborative at the Alaska Literacy Project. Their mission is to improve health literacy in underserved populations, by building community partnerships. One of their larger events is a Health Summit held in the spring. We're exploring the possibility of using Loussac as a rehearsal site, as their Peer Language Navigator's will be presenting most of the programs, and the possibility of the Library doing a presentation on our health resources and information literacy.