

**Municipality of Anchorage**  
**Library Advisory Board Agenda**  
**Microsoft Teams Virtual & In-Person Meeting**  
**Loussac Library**

December 21, 2022, 5:30 to 7:00 PM

**Attendance**

Debra Bronson  
Dennis Dupras  
Nancy Hemsath, Secretary  
Barbara Jacobs, Vice-Chair  
Alice Qannik Glenn  
Doug Weimann  
Cristy A. Willer, Chair  
Teen Liaison (vacant)

Topic	Leader	Time	Action
Call to Order	Nancy Hemsath	5:30	
Land Acknowledgement	Nancy Hemsath	5:30	
Roll Call and Check-In (current reading)	Nancy Hemsath	5:35	
Approval of Agenda and Minutes	Nancy Hemsath	5:45	
Persons to be Heard	TBA	5:50	
Director's Report	Virginia McClure	6:00	
Mission Moment	Celia Hartz	6:20	
Board Comments and Adjourn	Nancy Hemsath	6:55	

Municipality of Anchorage  
Library Advisory Board Draft Minutes  
Microsoft Teams Virtual & In-Person Meeting: Nov. 16, 2022  
Loussac Library

(Subject to approval at the Dec. 21, 2022 LAB Meeting)

Attendance	
X	Debra Bronson
X	Dennis Dupras
X	Nancy Hemsath, Secretary
remote	Barbara Jacobs, Vice-Chair
remote	Alice Qannik Glenn
X	Doug Weimann
X	Cristy A. Willer, Chair

**X = Present, E = Excused, U = Unexcused, PH = Phone**

**Staff present:**

Virginia McClure, Library Director; Brendan Farrell, Head of Facilities

**Guests present:** Adrienne Canino

**Call to Order:**

The meeting was called to order by Cristy Willer at 5:41pm.

**Land Acknowledgment:**

Cristy Willer acknowledged that the Board meets on the traditional lands of the Upper Cook Inlet Dena'ina Athabascan people.

**Approvals:**

- Action: The agenda was approved as presented (Dennis/Doug).
- Action: Minutes from the Oct. 19, 2022 LAB meeting were approved (Deb/Dennis).

**Persons to be heard:** none

**Director's Report: Virginia McClure**

- All is going well on the public service side, including the branches. Computer access and servers at Loussac were closed down in October and rebooted. The library has adopted new procedures regarding computer use and around public printing, including removing coin towers and consolidating payment to the main floor, and reducing the cost of copies. Patrons will need a library card to use the computers, thus eliminating the use of guest passes. The library is moving to ChromeBoxes for public use.

- Staff is trying to spend down the remaining budget before the end of the year, but municipal procurement procedures may not make it entirely possible.
- Staff is working to fill all 20 open positions: focusing on candidates for Alaska Librarian positions first, then those they will supervise; next, the adult services supervisor; then making the Alaska Collection available to patrons in its designated space.
- Data lines are in place at the Dimond Center and staff is just waiting for vendor Biblioteca to come to Alaska to fix the machine. Once that's done, the machine will be wrapped with the DTX logo. Afterwards, APL will change vendors from Biblioteca following the unsatisfactory service and performance.

**Mission Moment:** Brendan Farrell, Head of Facilities

- Mr. Farrell has been with the Anchorage Public Library 1-1/2 years, following a 20-year career with Hope Resources 20 years as its director of plant operations.
- His first goal is to protect staff and patrons who observe the Code of Conduct. He shared an example of the incident document created with the new security software in real-time and shared with supervisors and branch managers. It includes infractions as defined in the library's Code of Conduct, a description of the incident, descriptions and/or images of the perpetrators (pulled from cameras), and any follow-up, as well as details reported by victims, witnesses, and staff. These reports are shared with branches in case perpetrators visit other locations.
- His next big challenge is the tech services room for which a bid has been awarded; plus replacing three long-awaited elevators.
- Board members suggest a monthly security report, along with any ongoing maintenance at Loussac and the branches.

**Adjourn:**

The meeting adjourned at 6:24pm (Dennis/Doug). The next meeting will take place Dec. 21, 2022.



## Anchorage Public Library Director's Report, December 2022

### Education & Skills for Life

#### Recent Accomplishments

- Anchorage School District card partnership update: Parents and guardians have the option to opt their student into a public library card during school registration. Approximately 90% of families opt in each school year. Cards previously existed with numbers only. After sending out an initial test batch of physical cards to Scenic Park Elementary school, APL is preparing to send out to more schools in waves. These cards allow access to most library e-resources and to check out 3 physical items.
  - Elizabeth Nicolai (Youth Services) has developed a way to distribute printed library cards to Anchorage School District (ASD) students. This could potentially be up to **35,000** cards.
  - Elizabeth Nicolai went to the ASD Librarian Inservice training and spoke to 73 school librarians about using the ASD/APL partnership cards, resources available through APL, and other partnership opportunities.
- Loussac Youth Services hosted 36 events this month attended by 1,054 people. Highlights included partnering with Alaska Junior Theater. The cast of *Have You Filled A Bucket Today?* Came and read the eponymous picture book, talked about the show with families, and made a bucket craft with them.
- We continue to see new faces at Good Morning Storytime at Muldoon. More than half of attendees in November had never visited the Muldoon branch before.
- New area seniors continue to come in for Muldoon's Senior Saturday. Recently, four residents have committed to increase their computer knowledge using Northstar Digital— APL's new online digital learning resource.
- LEGO Club at Chugiak-Eagle River is increasing in popularity. One mother, whose family could not attend this month, requested the LEGO challenges for November for her family to try at home.
- Samantha Blanquart (Youth Services) presented to Denali Family Services case managers about library services for children and family.
- Jon Ebron (Teen Librarian) and Meneka Thiru (Adult Services) held a library card drive at Service High School and issued 250 new library cards in one day. They have scheduled a second day.

#### Next Steps/Coming Soon

- Approx **150** Clark Middle School students will be attending a field trip to the Mountain View branch to learn about databases they can use while researching, ways to identify trustworthy sources, and more.

- Andi Haley and Ariel Murrills (Adult Services) are working to establish regular tech/computer help hours for patrons at Loussac using the Northstar Digital Literacy curriculum. They hope to bring the program online in the first quarter of 2023.

**Limiting Factors/Concerns- None at this time**

## **Bridge to Information and Resources**

### **Recent Accomplishments**

- Affordable Care Act Open Enrollment assistance began at Mountain View, Loussac, and Muldoon libraries. Volunteers from the United Way are assisting patrons with signing up all throughout November and December.
- Chugiak-Eagle River offered two drop-in scout tours that resulted in the scouts learning what the library has to offer them, and some library cards were issued.
- Youth Services Librarian selectors (Lisa Bricker, Jon Ebron, Elizabeth Nicolai and Kelsey Skrobis) are working on special orders to allow for new materials to continue coming in during the down time between book vendors. These include bestselling new releases, phonics special sets, and more.
- As a conclusion to the October series of zine workshops in partnership with the Anchorage Museum and Tent City Press, there was a zine swap at the Seed Lab on First Friday. Meneka Thiru (Adult Services) hosted a pop-up library at the event and spoke with several patrons who expressed excitement about the event and inquired about future swaps and workshops.
- Kristie Nelsen (Adult Services) finished reshooting and editing a new video for the APL YouTube channel on how to use the Hoopla app.
- Misty Rose Neswick (Community Relations) and Keelin Baughman (Mountain View) represented APL at the “Doing Business With The MOA” networking event November 17<sup>th</sup> at City Hall. They connected local businesses with library resources and program partner opportunities.

### **Next Steps/Coming Soon**

- Mountain View is hosting a flu vaccine drive on December 20<sup>th</sup> with Anchorage Health Department nurses. Folks can get their annual flu shot and learn more about cold season and ways to stay healthy this winter.

**Limiting Factors/Concerns – None at this time**

## **Building Community**

### **Recent Accomplishments**

- Gerrish (Girdwood) Library hosted Alyeska’s assistant patrol director for a talk about working with his avalanche rescue dog Stormy. 30 patrons attended and loved meeting Stormy!

- Muldoon's Bring Your Own Crafternoon now has a dedicated group of knitters and crocheters who are purling and hooking away at their projects
- Mountain View hosted the ukulele band Kanekoa for a Ukulele Workshop, in partnership with the Anchorage Concert Association, that was attended by **over 30 musicians** of all ages.
- Chugiak-Eagle River held NaNoWriMo (National Novel Writing Month) writing events on Saturdays during the month supporting the efforts of 16 local writers.
- The Patron Response Board, coordinated by Nicole Levinson (Adult Services) received a **record high 86 responses** in November. This month's theme was "Sending Happy Thoughts."

### Next Steps/Coming Soon

- Kristie Nelsen (Adult Services) is coordinating the upcoming **2023 Winter Reading Challenge** for adults, set to run January 17-March 11, 2023. She is currently gathering staff suggestions for prompts.
- Meneka Thiru (Adult Services) will continue outreach in December with tabling at the Bridge Builder's Diversity Fair, the Career Expo at Hanshew Middle School, and the Solstice Celebration hosted by Parks & Recreation.

### Limiting Factors/Concerns – None at this time

## Internal Goals and Strategies

### Recent Accomplishments

- APL's FY23 budget was approved as part of the larger MOA operating budget on November 22.
- Staffing efforts continue with new hires and promotions occurring at Chugiak-Eagle River, Muldoon, Loussac, and Mountain View libraries across multiple departments.
- APL is transitioning to using Ingram as our primary vendor for new books. APL selecting staff will begin using this service in early 2023.
- Due to the delay in setting up a new book vendor, Technical Services has increased efforts to support selectors getting new items on shelves. A recent success got a hot middle grade fiction book (high demand title/next in the series) from Amazon through priority processing, to the hands of eager readers within 7 days of its release.
- Collection Management Services "By The Numbers" for November

Task	Number of Items
Collection Maintenance- Updates to existing items	259
Donations- Added to the collection from community donations	90
New Item Processing- Books, movies etc, added to the collection	2448

## Next Steps/Coming Soon

- Youth Services staff (Elizabeth Nicolai, Jon Ebron) are working with administrative staff (Virginia McClure, Brendan Farrell) and Adult Services staff (Sarah Preskitt) to address how patrons make the transitions from children's to youth to adult areas of the library. This may include new reference desks, moving collections, and other updates.
- Adult Services staff at Loussac will receive training on the new Chrome boxes on December 8 and 9. Expected launch of the new operating system for patrons is scheduled for the week of December 12, returning Loussac computers to full capacity.
- Assembly confirmation for Virginia McClure (Acting Director) is scheduled for December 20<sup>th</sup>. Virginia will participate in a public work session scheduled for December 16<sup>th</sup>.

**Limiting Factors/Concerns- None at this time**

## Library Board Updates

### Recent Accomplishments

- The Friends of the Library Fall Book Sale raised over \$17,000 in gross sales, returning to pre-pandemic levels of attendance and sales. They anticipate increasing their capacity to donate funds back to APL in 2023.
- The 2023 Library Champion card design debuted featuring watercolor beluga whales designed by local artist - Chelsea Ambrose. \$100 donations made by December 31 will receive the card.

## Social Media/Photos

L) Patron led gratitude display at the Chugiak-Eagle River Library

R) Patron direct message via Muldoon Library Facebook page



Elena drew this for Mister Red 😊

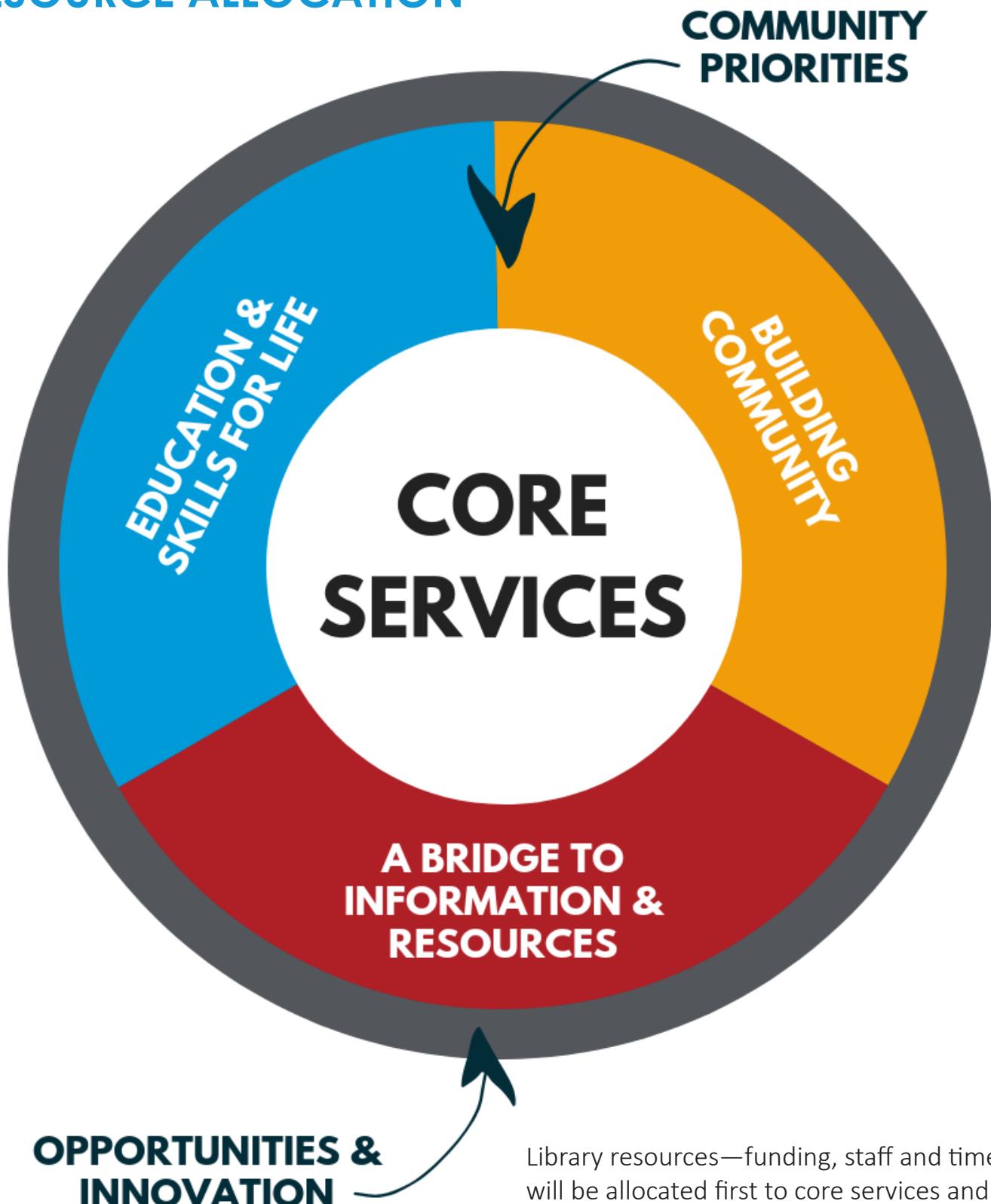
We were going to bring it to you today but will have to wait to hopefully Wednesday





# Anchorage Public Library Extended Strategic Plan 2023-2024

# RESOURCE ALLOCATION



Library resources—funding, staff and time—will be allocated first to core services and then to the three community priority areas, with a portion of time left open for opportunities and innovation.

## MISSION

Connecting people to education, information, and community.

## CORE SERVICES

As a vital city resource, the Library supports our community by providing:

- Access to a diverse collection of materials in various formats
- Knowledgeable and approachable staff
- Functional technology and connectivity
- Expert information and reference assistance
- Communal spaces for individual and group use
- Targeted programming that meets the needs of our community

## CORE VALUES

### ACCESS & EQUITY

- We ensure all people have free and equal access to information and Library spaces
- We are committed to racial and social equity and a just society

### COMMUNITY

- We maintain a Library that is safe, welcoming, and responsive to community needs
- We provide excellent service that is confidential, nonjudgmental and nonpartisan

### LEARNING

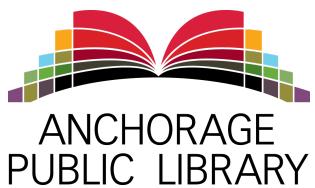
- We actively facilitate and promote literacy and life-long learning

## COMMUNITY PRIORITIES & DESIRED OUTCOMES (ORIGINAL)

**Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.

**A Bridge to Information and Resources:** Anchorage is an engaged and well-informed community; the Library seeks to be the trusted institution that connects people to non-biased information, experts and materials, and adapts with the changing needs of our community.

**Building Community:** The Library brings Anchorage residents together to build a more inclusive and accepting community.



## PLAN OVERVIEW\*

Over the first four years of the plan (2019-2022), all APL activities centered around our core services and three community focus areas. Library programs and services were developed with intentionality to ensure that all of our activities deliver outcomes that move the needle in the community priorities – **education & skills for life**, a **bridge to information and resources**, and **building community**.

With this extension, we drill down in these focus areas, we will also keep in mind the issues that our community identified as the most pressing. It is important that we are attuned to the broader issues that are important to our community. To give us context as we plan new programs and services, we will give additional consideration to the following themes:

- Healthy lives
- Diversity, equity, inclusion
- The Mayor's Priorities for the library\*:

### **Economic Recovery**

- » Improve economic advancement by providing access to computing equipment and robust resources.
- » Improve public safety by providing safe, stimulating, clean, and well-maintained buildings for all.

### **Increased Development**

- » Increase opportunities for our children's success when they enter school by teaching the foundations of reading, social skills, and creative skills through early learning educational activities.
- » Improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources, and programs/events.

## MEASUREMENTS OF SUCCESS

If this strategic plan is successful, we will see:

- The majority of staff, volunteers, and partners can name our three community priorities
- Our programming is developed with intentionality to meet this plan's goals
- Core services maintained
- Staff and infrastructure levels maintained or increased
- Our collection is dynamic and responsive to community need
- An improvement in scores on staff culture surveys
- An increase in the community's ranking of the value of the Library in our patron surveys (85% of users and 67% of non-users in 2018 believe that the Library provides good value for the tax dollar invested)
- We are able to demonstrate to the community that we have focused in the areas that are most important to them.
- Even if faced with external challenges such as funding shortages, we are able to operate efficiently and make a difference for our community because this plan helps us focus on what is most important.

## PLAN UPDATES AND REVISIONS

The Strategic Plan Committee will meet in the fourth quarter of each year for a strategic plan review to track measurements of success and update the lens for the following year.

# Education & Skills for Life

**Desired outcome:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.

## Strategies:

### Early Literacy

- Ensure high quality early literacy programs and materials are offered within the Library.
- Outreach to early learning centers showcasing library resources (materials and programs) to the children and staff.
- Support and educate parents, caregivers, and early childhood professionals on early literacy concepts and programs to help them create a toolbox to help the children in their care.

### Elementary School Literacy Progression

- Offer literacy encouragement and resources for students during out of school time.
- Support education systems by expanding partnerships and interactions between the library and the staff and students.

### Skills for Life

- Provide programming and resources to help teens and adults navigate life's milestones and challenges.
- Curate displays, reading lists and partnerships focused around defined milestones or skills.
- Focus on areas of need for our community
  - Household Skills- budgeting, cooking
  - Job Readiness- interviewing, how to apply
  - Future planning- health care, retirement

**“I want a city that loves its children and educates fairly and respectfully.”**





**“I hope for a community where everyone is able to contribute to their full potential and everyone is seen as a valued member of the community.”**

## A Bridge to Information and Resources

**Desired outcome:** Anchorage is an engaged and well-informed community; the Library seeks to be the trusted institution that connects people to non-biased information, experts and materials, and adapts with the changing needs of our community.

### Strategies:

#### Staff

- Ensure Library staff are knowledgeable in issues that are important to the community.
- Offer research assistance within library resources.
- Provide a Community Resource Coordinator.

#### Stuff

- Curate programs, displays, reading lists and partnerships that further meet the information needs of the community.
- Maintain a diverse collection of books and media, hard copy and digital.
- Maintain a comprehensive web-site at AnchorageLibrary.org that acts as a portal to information, resources and services.
  - Online learning tools
  - Ask A Librarian
- Provide access to computers and internet for community use and education.
- Maintain the Library's Alaska Collection for active use.

#### Space

- Provide meeting rooms for community use.

# Building Community

**Desired outcome:** Connect Anchorage residents to each other to build a more inclusive and accepting community.

## Strategies:

- Our collection will reflect our community through proactive selection while being responsive to purchase suggestions and language needs.
- Create opportunities for conversations and face-to-face interactions that promote community connections.
  - Anchorage Reads
  - Civic Dialogue
  - Meeting spaces
- Promote acceptance, empathy, and understanding.
  - Staff training in mental health and cultural topics
  - Welcoming buildings
  - Municipal Language Access Plan
- Increase civic pride and ownership- we're all Anchorage.
  - Support Mayoral priorities
  - Welcome new residents
  - Provide volunteer opportunities to bring more people into the Library and engage as a team.



# Internal Goals and Strategies

## Be a Great Place to Work

**Desired outcome:** Foster an internal culture that promotes inclusion, teamwork, accountability and opportunities for growth.

### Strategies:

- Create a culture of inclusion and accountability for staff across all divisions and hierarchies.
  - Develop and maintain an internal communication plan that is efficient and effective for all staff
  - Develop internal and external customer service standards that emphasize caring, respect, and collaboration
  - Recruit a diverse staff and volunteers
- Develop competencies and train staff in order to reach APL's mission; foster learning and discovery for staff.
  - Create training modules for all positions
  - Create a staff training committee
  - Provide core service training (reference interview, readers advisory, AK Collection, customer service, and databases)
  - Mentor/provide opportunities for professional development; provide pathways for staff to advance in the organization

## Expand and Engage the Library Community

**Desired outcome:** Ensure that APL is a culturally responsive library that engages the community in our work.

### Strategies:

- Promote racial and social equity and be open and inviting to all members of the community
- Increase public and private funding and support for programs and services
- Develop an enhanced volunteer program, ensuring that volunteers are well trained in order to represent APL
- Create ongoing marketing campaigns and initiatives that inform residents of programs and services
  - Continue to implement updated visual identity and brand standards across the system.

## Strengthen Our Operations

**Desired outcome:** Run an efficient system, continually look for areas for improvement, and engage all levels of staff in the process.

### Strategies:

- Assess workflows and processes to ensure the best service to the public.
  - Improve user experience and self-service options
  - Regular updates of policies
  - Look for opportunities for continual improvement, LEAN assessments
- Use data to evaluate our programs and processes.
  - Provide staff training in data collection and analysis
  - Look in to implementing an evaluation tool like Project Outcome or RIPL
  - Create standards and procedures for developing new programs
  - Assess how the public uses the Library through market segmentation, demographic studies, surveys and industry best practices
  - Increase use of Savannah by Orange Boy\*



**“I use the library to get out of the house and feel like a part of the community.”**

# APPENDIX

## OVERVIEW OF PROCESS\*

In 2018 Anchorage Public Library designed a 3 year strategic plan centered around community feedback. The committee heard from a broad range of voices that included members of the faith community, teens, seniors, refugees, and people with disabilities—ranging in age from 5 to 102.

That plan helped the library weather the worst of the COVID-19 Pandemic from 2020-2021, and was extended 1 year for 2022 as the library transitioned leadership. This two year extension remains largely the same with an update to the Mayoral priorities of Mayor Dave Bronson (elected 2021). Changes to the original plan are noted with an \*.

## GROUPS CONTACTED IN 2018

The committee prioritized groups who are not always heard from for our in-person outreach and relied upon recent community surveys and data to gather broader community information.

### Groups Targeted for In-Person Outreach:

- Refugees/immigrants/ESL
- Cultural groups/People of Color
- Alaska Native groups and individuals
- Teens struggling in high school/dropouts, in treatment, homeless, foster care
- South End residents
- Military/veterans
- Religious groups
- Individuals with disabilities and their caregivers
- Historical societies and researchers
- Anchorage Assembly members and Mayor
- Artists: grassroots and organizations
- Millennials: not in college/career

### Community Data Assessment:

- Gallup State of American Well-Being Report, 2017 (AK data)
- OCLC Voter Perceptions of Libraries Report, 2018
- Mayor Berkowitz Priority List
- Anchorage Public Library: 2009 Community Plan, 2013 Loussac Library Facility Master Plan, and 2017 Patron Survey
- Anchorage Talks Transit Plan, 2016
- Anchorage Economic Development Corporation (AEDC): Comprehensive Economic Development Strategy and Millennial Workforce Reports, 2018
- Anchorage School District: 2020 Plan and 2017 Annual Report
- Foraker Group Nonprofit Economic Report, 2018
- Mountain View Neighborhood Plan, 2016
- Welcoming Anchorage Roadmap, 2017
- Anchored Home: Strategic Action Plan to Solve Homelessness in Anchorage: 2018-2021
- Urban Library Council, statistic on Veteran use of libraries, 2015
- Anchorage Library Foundation and Library Advisory Board Aspen Plan Work Sessions, 2017&18

## OUTREACH METHODS

The committee spoke with over 500 people in our target audiences through 31 outreach events, using a variety of methods and placing high priority on meeting people where they are at and having conversations in places they feel comfortable.

- Online survey shared with APL cardholders and our target audiences (1,600 responses)
- Presentations at community meetings (community councils, coalitions, etc.)
- Tabling at community events and high-traffic locations (Dimond Mall, Fred Meyer)
- One-one-one interviews with community leaders
- Focus groups (Covenant House, Pioneer Home, First Alaskans Institute)
- Online survey to staff and follow-up one-on-one interviews of staff
- Strategic Plan work session with staff at annual staff day

## QUESTIONS ASKED

We asked everyone the following questions:

- What are the most critical issues facing your community/organization today?
- What do you see happening in the next five years that will impact your community/organization considerably?
- What skills will individuals and communities need to thrive as Anchorage changes?

If time and format allowed for additional questions, we also asked:

- What are your hopes and dreams for your community?
- What are barriers to achieving the aspirations we envision for Anchorage?
- What do you feel are unique characteristics of the Municipality of Anchorage?/What words come to mind when you think about your community?
- What do you think Anchorage should prioritize right now?

The online survey also asked library cardholders questions on what library services they use/value how they rank the library's services and if the library is a good value for the tax dollars spent.

## IMAGES AND QUOTES

The quotes shared in this report were gathered from patron responses to our online survey. The photograph on page four is from Pixabay; all other photographs are from the Anchorage Public Library collection.

## ORIGINAL COMMITTEE MEMBERS

Mary Jo Torgeson, <b>Director</b>	Stacia McGourty, <b>Adult Services</b>
David Adkins-Brown, <b>Mountain View Library</b>	Kristie Nelsen, <b>Virtual Services</b>
Nancy Clark, <b>Chugiak-Eagle River Library</b>	Misty Nesvick, <b>Community Relations</b>
Jacob Cole, <b>IT &amp; Patron Services</b>	Elizabeth Nicolai, <b>Youth Services</b>
Bill Fowler, <b>Facilities</b>	Erika Nielsen, <b>Patron Services</b>
Stacy Gordon, <b>Technical Services</b>	Sarah Preskitt, <b>Adult Services</b>
Audrey Jo Malone, <b>Administration &amp; Budget</b>	Clare Ross, <b>Planning &amp; Development</b>
Virginia McClure, <b>Assistant Director</b>	

**This extended plan was adopted by the  
Library Advisory Board on December 21, 2022**

**Cristy Willer, Chair  
Barbara Jacobs, Vice Chair  
Debra Bronson  
Dennis Dupras  
Nancy Hemsath  
Alice Qannik Glenn  
Doug Weimann**

**Loussac | Muldoon | Mountain View | Chugiak Eagle River | Scott & Wesley Gerrish**

