

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Alden Todd Board Room  
February 21, 2018  
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
	Viktoriya Chilcote		Lo Crawford
			Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Introduction of new Board Member, Viktoriya Chilcote

3. Mission Moment:

- a. Downtown Library Branch – Clare Ross

4. Consent Agenda

- a. February 21, 2018 Agenda
- b. January 17, 2018 Minutes

5. Discussion/Action Items

- a. Circulation Policy Review and Vote
- b. Director's Report
- c. Prop 7 – Areawide Facility Improvement Bond
- d. LAB Retreat and Three Board Retreat

6. Comments/Discussion

7. Potential Agenda Items for Next Meeting, March 21 , 2018

8. Adjournment

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

**% Util**

Date: January 17, 2018	Location: Loussac Library
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Board Members				Staff
X	David Levy, Chair	EX	Jonathan Bittner	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	
X	Cristy A. Willer, Secretary	X	Quincy Taylor, Teen Rep	
X	Barbara Jacobs			<b>Guests</b>
EX	Lupe Marroquin			None

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:42 p.m.	
Person to be heard	None.	
Mission Moment	Mary Jo explained the (attached) Friends of the Library budget request to Rasmusen (\$91,500)	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved unanimously, amended to remove "Job Lab, Sarah McBryde" from Mission Moment.</li> <li>Minutes of 12.20.17 approved as amended (no "O" in "O'Quinn"; no "s" in "sresigned") (Lo moved, Barb seconded).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	1. <u>Director's Report &amp; 2017 Progress Report</u> (attached). Discussion centered on the flood in the Alaska Room, grants written with partners, movie night (libraries can't advertise movies by name [thereby competing with theaters]), low staff we have 77, should have 94), need for 3 more branches (downtown, south, west). 2. <u>Potential board members</u> : several individual and categorical possibilities were discussed.	1. None          2. Lo, Nancy and Quincy offered to talk to potential members.
Comments	Mary Jo briefly described a growing interest level in a downtown branch, which will be covered in more detail at the February meeting. She also mentioned the need to partner with others besides the muni, e.g. the museum.	
Adjournment	Meeting adjourned at 7:21 (Lo moved, Barb seconded).	
Next Meeting	February 21 at Loussac Library. The downtown branch will be on the agenda; Sarah McBride and Clare Ross will be invited guests. The March 21 meeting will be extended to include an Aspen Institute-type presentation.	



## **Circulation Policy**

This policy governs borrowing and using library materials and provides written guidelines for circulation and borrower registration procedures.

### **REGISTRATION FOR LIBRARY CARDS**

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#### **Anchorage Verified Resident Card**

Any combination of picture identification and proof of address must be provided to obtain a library card. Current address verification is required in the form of a postmarked piece of mail or a rental agreement. Emancipated minors may obtain an adult resident library card if they provide the above information and a copy of their emancipation decree.

Anchorage Public Library cards are not transferable. There is no charge for a resident library card. Replacement cards are issued for a nominal fee. The Library issues library cards to patrons regardless of age.

For full borrowing privileges for minor children under the age of 18, the parent or guardian must sign the registration application accepting responsibility for activity on their child's account and provide any combination of official documents providing photo identification and address verification for the parent. The juvenile card will expire on the child's eighteenth birthday at which time the child can register as an adult.

#### **Anchorage Resident Non Verified Card**

Adults and youth without a permanent residence or accepted forms of identification may be issued a limited card and may check out up to three items at one time. Library cards will expire after one year.

Youth under the age of 18 may be issued a limited card without their parent's signature. The youth will be limited to three items at one time until their parent or guardian signs for financial responsibility and displays an accepted form of identification.

#### **Alaska Resident Not Residing in Anchorage**

Applicants who live outside the boundaries of the Municipality of Anchorage (MOA) but pay property taxes will have the annual fee requirement waived upon presentation of a current MOA property tax bill or property tax receipt bearing their name as a property owner. MOA property owners are subject to the same identification requirements as Anchorage resident borrowers.

Alaska residents who do not own property in Anchorage will pay an annual non-refundable fee when issued an Anchorage Public Library card. The library card will expire one year from the date it is issued. Library cards are not transferable. For children under the age of 18, the parent or guardian must sign the registration application accepting financial responsibility. Alaska resident borrowers are subject to the same identification requirements as Anchorage resident borrowers. Current address verification is required.



## **Alaska Libraries Reciprocal Borrowing Program**

Anchorage Public Library participates in the Alaska Libraries Reciprocal Borrowing Program. Alaska residents who hold borrowing privileges with their home library within Alaska may borrow up to three items from any of the libraries within the library system of the Municipality of Anchorage. Guidelines may be found on the Alaska State Library web-site. Registration for the reciprocal borrowing program is subject to the same identification requirements as Anchorage resident borrowers. More information can be found from the link below.

<http://library.state.ak.us/recipborrow/home.html>

### **Visitor Cards**

Applicants, including those who are not residents of Alaska, may apply and receive an Anchorage Public Library visitor card. Visitor cards are subject to the same identification requirements as Anchorage resident borrowers. Any combination of official documents may be provided to confirm photo identification and address for the applicant. The visitor's out of state address must be included on the application. Visitor Cards shall be valid for three months. Visitors shall pay a non-refundable fee when they are issued an Anchorage Public Library card. There shall be a three item limit applied to visitor cards.

### **Corporate Cards**

Corporate cards will be issued to a business, association, institution, or non-profit group that is within the boundaries of the Municipality of Anchorage. A corporate card application must be accompanied by a letter of authorization, written on letterhead, from the director. The letter must provide the names of the persons who will be allowed to use the card. The organization's letterhead will serve to confirm the address of the organization. Corporate cards will expire one year from issue date and each organization must reapply annually. The organization will be financially responsible for all materials checked out on the card and any overdue charges that may accrue.

## **CIRCULATION OF LIBRARY MATERIALS**

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To checkout materials, patrons must be in good standing and present their library card, a valid form of photo identification or answer questions about their account, such as address and phone number or birthdate.

Patron borrowing privileges may be blocked for the following reasons:

- Overdue item(s)
- Unpaid fines
- Mail return
- Lost or stolen card
- Inactive or deleted card

### **Item Limits**

A patron may have 50 items checked out on their card with some material types having lower limits.

### **Loan Periods**

Items are not due on days the library is closed.

### **Renewals**

Items will be renewed up to two times if the item is eligible for renewal. Items not eligible for renewal include those being requested by other patrons, checked out for a special loan period, or materials owned by other libraries

### **Requests**

Patrons may request materials to be held for them at the library location of their choice. Requests can be

made in person or by using the online catalog. Requests are filled on a system-wide first come, first served basis. Patrons will be notified by an automated phone call or email when their request is available. Materials will be held for seven days from the date of notification.

### **Fines and Fees**

Overdue fines, damage, and replacement charges will be set by Library Administration and approved by the Library Board and Assembly. Patrons must provide a phone number or email address to receive bills for fines, damage and replacement charges. Overdue fines are not levied for days the library is closed. Unpaid bills of \$100.00 or more will be sent to the Municipality's delinquent collection office. Once an account is turned over to the collection agency the bill must be paid at the collection agency.

### **Reciprocal Borrowing Privileges with University of Alaska Anchorage Consortium Library**

The Anchorage Public Library system has an agreement with the University of Alaska Anchorage/Alaska Pacific University Consortium Library (UAA/APU), its South-central satellite campuses and the Alaska Resource Library and Information Services (ARLIS) which allows reciprocal borrowing, or "guest," privileges between cooperating libraries. In addition, materials from these libraries may be returned to any cooperating library. Library borrowers are responsible for all fines and fees on library materials from cooperating libraries as set by each library's policies.

## **PRIVACY**

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PATRON RIGHT TO PRIVACY - AS 40.25.140 A law of the State of Alaska regards the confidentiality of certain public library records.

To conform to this law, all library staff with no exceptions will adhere to the following.

1. Patron registration information and information concerning items checked out by any patron shall be considered confidential and will not be provided to anyone, including parents, guardians, spouses and law enforcement officers, without court order. Exceptions for parents noted in (3) below.
  2. Patrons requesting information about their own cards may be given the information by showing any combination of official documents to confirm photo identification and date of birth for the applicant
  3. Parents may be given the titles of books their minor children have borrowed only for the purposes of retrieving overdue materials for which the parent has accepted financial responsibility. . Any combination of official documents may be provided to confirm photo identification and date of birth for the parent. A minor's address and phone number are considered confidential and are not to be provided to anyone including a parent or guardian. Parents may be told if their child is registered. If for any reason, verification of correct name must be done using the address, the parent must give the address; staff shall not reveal it. The Alaska State Statute defines a minor child as anyone less than eighteen (18) years of age.
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Policy recommended for approval by Library Advisory Board and approved by Municipal Librarian, Date 9/18/02. Revisions approved 9/15/04 and 3/16/05 11/28/2012

Current version adopted for approval by Library Advisory Board,

Approved by Mary Jo Torgeson, Library Director,



# LIBRARY DIRECTOR'S REPORT

## January, 2018

### Loussac Building Updates:

- There is a \$1.6M claim against the city by Pinnacle construction. This is a very structured process and the City is working with legal to put together our response to the claim.
- No date for tile installation or finishing stairs

Library Technology: We are now able to text messages to our customers.

### Branches:

#### **Muldoon:**

- In addition to our Thursday Jobs, MD partnered with Muldoon Job Center's "rapid response rollout" at Sam's Club, supporting those employees affected by the sudden closure. Anne Velardi, Muldoon Job Center Manager, wrote: *"I didn't get a chance to thank you and your staff for participating at the Sam's Club Job Fair. Your assistance was much appreciated, as is your willingness to partner with the Job Center to assist Anchorage residents."*
- Kristin continues to partner with Muldoon KCI Head Start. Their Director, Emily Urlacher, wrote: *"I always tell my parents that we go to the library in a celebration of literacy, to encourage a love for books early on. We do read-a-loud sessions almost daily at school, and they aren't as excited as actually getting out of the school and hearing someone new read to them. We also have enjoyed exploring the children's book corner/area at the library. Giving them the chance to explore and experience the rules of the library is something that they can apply to everyday life, and they often role play the library environment at school after visiting."*

#### **Eagle River:**

- Program attendance in January 2018 increased by **25%** over January 2017 with the same number of programs presented.
- Branch Manager was asked to be a judge for the Poetry Out Loud recitation competition at Eagle River High School. As a result of contacts made during that event, she was asked to provide a monthly column for The ECHO about the library. CE is developing a reputation as a place for writers to meet, practice their craft, and learn about resources. A number of local writers come here regularly to use the group study rooms, to ask about writers' organizations, and for resources in finding agents and publishers.

#### **Mountain View:**

- 3D Printing continues to grow and has seen a full program this last month with youth creating multiple items.
- We recently put up a display on marijuana since this is a pretty hot topic for this neighborhood. Both pro and con POVs have been presented. We have had a number of patrons who are only interested in computer usage now engage in perusing books and having discussions around the display
- Circulation Counts: Growth in patron door counts and reference are also mirrored in circulations numbers January 2018 has seen a total 5043 items circulated for the month. Previous totals since August 2017 have been averaging 3431 (46.98% increase from the normal average).

#### **Girdwood:**

- Girdwood the first library to premiere the PBS Kids television show *Pinkalicious and Peterrific* in partnership with Alaska Public Media. The program went really well, with 21 in attendance, most coming from Anchorage (thanks to the radio ads).

- Program attendance (+67%), door count (22%) and circulation (+30) have all increased over the previous January
- Martina and Claire have started to plan Gerrish's annual seed exchange and spring gardening programs. Martina found a movie to show this year about seeds, and how giant corporations are dominating and poisoning the market. Because we are showing this movie to our patrons, we are going to make a conscious effort to not buy and distribute any Monsanto seeds at our exchange. For more information about Seed: The Untold Story: <https://www.seedthemovie.com/>

#### Community Relations/Foundation/Friends

- Our new Community Relations staffer started on Feb 12
- We have had discussions about future partnerships with Public Radio, Seattle U legal program,
- We continue to meet concerning the downtown library

#### Youth Services Highlights

Teen programs & events (Jon Ebron):

- STEM Craft day: smart glove
- Library tour for Mirror Lake middle school
- Magic the Gathering Tournament (partnership with Bosco's). Official National tournament that affects ranking. Participation increased 50% from last tournament
- Poetry Out Loud, ongoing partnership with National Endowment for the Arts and the Poetry Foundation, we provide space and an emcee, always a very successful partnership and a chance to show off our space and plug our events.

Youth programs & events

- Stuffed Animal Sleepover, 29 animals had a fun filled night in the library, the facebook video got a huge amount of views. Staff: Kelsey Skrobis, Linda Klein, volunteers
- Code Camp for Kids brings more children every week to learn about coding. (Staff Kelsey Skrobis)
- Sensory Storytime began in 2/2017. Since then we have doubled attendance at this special storytime geared for youth with sensory processing sensitivities such as autism spectrum disorder.
- At Loussac, Spanish Bilingual Storytime started in 10/2017 with 42 attendees, for 1/2018 the attendance jumped to 62. This is proving to be a popular destination program at many locations.

A woman came up to me at the reference desk as her daughter was checking out materials, singing our praises. She said they've been coming to the library for a little over a year and when they first started coming, her daughter (now a second grader) was reading well below her appropriate reading level. Now, just a year later and thanks to the books they checked out at the library, her daughter has moved up to reading at a 3<sup>rd</sup>/4<sup>th</sup> grade reading level. – Kelsey Skrobis

A library patron had a kindergarten son who was very interested in space. She took home a book from the library with pictures from the Hubble Space Telescope. Later that day as she was reading her own library book, she realized her 3 and 5 year old sons were using their LEGOs to build a spaceship that sends pictures back to Earth. (Staff: Elizabeth) *Libraries spark learning and creativity!*

- A donor made a direct donation to the Foundation for the Loussac Youth Area for \$800. We have put together an order of supplies to replenish our Play and Learn center and expand some of offerings as well.





### Ready to Read Resource Center (RRRC)

- Launched new RRRC website, hosted on Wordpress.
- Registered for four of six required courses to obtain certificate in early literacy
- Created new "Welcome Baby" brochure for parents, caregivers, and pediatricians
- Training at Crossroads High School on January 19 on early literacy practices and techniques that expecting and new mothers can do with their children
  - 5 attendees – 100% of attendees said that their knowledge and appreciation of early literacy skills and practices improved
- Training for preschool teachers from Chugach School District, Lake & Peninsula Borough SD, Bristol Bay Borough SD, and Lower Yukon SD on January 24 on early literacy practices and the RRRC kits available for circulation
  - 2 attendees
- AAEYC conference presentation on January 25 on bibliotherapy for toddlers and preschoolers
  - 40 attendees – 20 attendees completed surveys

### Adult Services

- We are starting to teach a series of Ole classes focusing on library resources: Hoople, Freegal, Ebooks and website
- Alaska collection has been moved to the 3<sup>rd</sup> floor to test and see if collection is used more. Staff did it all!
- The Alaska Collection area will not be opened for at least six month while carpet is ordered/installed. Our Facilities Manager and volunteers took down and moved ALL of the shelving, a herculean task!
- From Henry Fountain – New York Times Journalist, and author of "The Great Quake: How the Biggest Earthquake in North America Changed Our Understanding of the Planet", "I did research in a lot of different collections -- UAA, UAF, Valdez Museum, Anchorage Museum in addition to your collection at the Loussac building. There were some things about your collection that I found particularly useful -- you had a more complete collection of some of the books that I was interested in (some of the USGS and National Research Council reports), newspapers, and a few things I never saw anywhere else (among them a copy of Alaska Construction magazine, with a short story about the ship that was in Valdez harbor when the quake hit). I also used your vertical file (upstairs, if I remember) and found a few things in those."
- Programs compared to January 2017 to 2018: increased by 54%. This is an indication of just how much impact the renovation had on our services!



# SUMMARY OF LIBRARY USAGE 2011-2017

KEY INDICATORS	2011	2012	2013	2014	2015	2016	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2017 Total
Visits/capita	2.63	2.69	3.13	3.03	2.88	2.81	2.40				
Program attend/capita	0.17	0.22	0.24	0.20	0.20	0.15	0.13				
Circulation/capita	5.82	5.84	5.88	6.09	6.05	5.36	5.20				
Computer logins/capita	0.49	0.47	0.47	0.53	0.64	0.42	0.42				
<b>OTHER</b>											
Circulation	1,579,366	1,533,324	1,520,188	1,504,025	1,374,918	1,166,700	291,529	230,214	288,159	291,845	1,101,747
Database use	102,537	141,324	150,098	207,481	215,913	184,061	44,692	35,354	31,463	47,080	158,589
Downloadable materials	43,131	68,860	101,115	122,760	218,615	251,941	71,569	70,745	72,497	70,354	285,165
Overall Circulation	1,725,034	1,743,508	1,771,401	1,834,266	1,809,446	1,602,702	407,790	336,313	392,119	409,279	1,545,501
Library Card Holders	202,827	102,043	119,619	117,939	100,065						
New Youth Cards	3,245	3,264	3,849	3,241	4,201	44,881				16,982	16,982
New Cards Issued	22,414	20,088	18,101	26,992	14,453	54,860				25,949	25,949
Visits	780,351	804,323	942,873	913,304	860,751	839,170	141,907	142,501	196,414	232,810	713,632
Computer Reservations	145,919	141,638	141,856	158,104	190,131	124,154	38,787	23,800	37,348	26911	126,846
Unique Wifi Users							15,890	16,461	20,465	20,593	57,519
Total Tech Users	145,919	141,638	141,856	158,104	190,131	124,154	54,677	40,261	57,813	47504	200,255
Programs											
Children	693	797	881	879	1005	1,054	252	201	109	276	838
Teen	131	235	412	482	426	195	107	91	89	101	388
Adult/All Ages	104	163	201	426	501	534	193	56	186	263	698
TOTAL	928	1,195	1,494	1,787	1,934	1,783	552	348	384	640	1,924
Program Attendance											
Children	31,147	41,243	42,326	36,587	44,259	31,340	6,772	5,916	2,985	6,681	22,354
Teen	3,123	5,114	9,311	6,829	4,955	2,753	846	392	734	706	2,678
Adult/All Ages	15,333	18,887	20,076	15,774	11,374	10,029	1,430	4,464	3,860	2,879	12,633
TOTAL	49,603	65,244	71,713	59,190	60,588	44,121	9,048	10,772	7,579	10,266	37,665
Website sessions	573,374	572,028	612,505	530,183	490,267	443,583	182,821	181,482	193,446	197,050	754,799
Reference Questions	172,762	158,414	99,966	84,193	67,785	54,306	12,499	17,129	23,009	15,648	68,285
ILLs filled	8,245	7,780	6,328	7,965	5,590	3,084	804	915	318	3,913	5,950
Volunteer Hours	7,016	8,319	13,278	9,992	6,904	7,690	1,750	1,491	1,470	1,474	6,185
Library Budget	\$7,742,765	\$7,704,877	\$7,679,793	\$7,904,331	\$ 8,178,245	\$ 8,404,201				\$8,367,254	\$8,367,254
Library Staff FTE	79	78	78	78	78	78				60	60
Hours of Operation	9,828	10,140	10,208	10,208	10,208	10,366	2,538	2,609	2,674	2,617	10,438
Anchorage Population	296,167	298,576	301,134	301,134	298,908	299,037				297,483	297,483



# April 3, 2018 Ballot Proposition FACT SHEET

## Proposition #7 - Areawide Facilities Capital Improvements \$1,407,000

### Projects

Anchorage Senior Center Facility Improvements	\$100,000
Chugiak Senior Center Adult Day Services-Replace Fence and Deck with Concrete Patio	\$ 117,000
Chugiak-Eagle River Library Facility Improvements	\$ 90,000
Loussac Library Security Improvements	\$500,000
Animal Control Roof Replacement	<u>\$600,000</u>
Total	\$1,407,000

### Project Descriptions

#### Anchorage Senior Center Facility Improvements - \$100,000

This project will include carpet replacement, upgrades to restrooms to meet ADA standards and audio/visual equipment in the ballroom.

#### Chugiak Senior Center Adult Day Services-Replace Fence and Deck with Concrete Patio - \$117,000

This project will replace the degraded and difficult to use deck with a concrete patio and raised flower beds allowing clients to move safely. Repairs would also include replacement of the wooden fence enclosure.

#### Chugiak-Eagle River Library Facility Improvements - \$90,000

This funding will be used to purchase and install an Automated Materials Handling (AMH) system at the Chugiak-Eagle River Library, the second busiest library location. Due to the high volume of materials that come and go from the Chugiak-Eagle River Library, staff spend a disproportionate amount of time behind the scenes processing materials, and less time providing more in-demand services to the community. With the use of AMH the staff will have more time to give direct service to customers, such as: helping them find materials, use computers, developing programs, and conducting outreach to community partners namely schools, senior centers, and non-profits. Automated handling would save approximately 15 hrs/week of staff time and would pay for itself in four years.

#### Loussac Library Security Improvements - \$500,000

This project would include the installation of complete digital color cameras on each floor of Loussac Library. There are almost a million visits to Anchorage libraries each year, with most visitors going to the Loussac Library. In the first half of 2017, there have been double the number of trespasses, increases in theft and vandalism as the same period in 2016. Given the number of nooks and blind corners throughout the library it is not possible to physically patrol the entire building. An upgraded security system and an increase in the number of cameras would allow staff and security to catch criminal behavior and trespass offenders while assisting the Anchorage Police Department when they investigate incidences.

#### Animal Control Roof Replacement - \$600,000

The Animal Control Facility is thirty years old and has the original roof which has reached its useful life and is now in very poor condition. This roof has required numerous roof repairs to patch leaks in recent years due to its deteriorated condition and needs to be replaced.

### Costs Associated with Bond Approval

Bond Principal Amount	\$1,407,000
Estimated Annual Cost of Debt Service	\$101,251
Annual Increased Operations and Maintenance Costs	\$0

### Estimated Annual Property Tax Increase for \$100,000 of Assessed Property Value:

To Retire Debt	\$0.28
Operations and Maintenance Costs	\$0.00





# April 3, 2018 Ballot Proposition FACT SHEET

**For further information:** Melinda Freemon, Health & Human Services Director, 343-4650  
Alan Czajkowski, Maintenance & Operations Department, 343-8340  
Mary Jo Torgeson, Library Director, 343-2892

*It is the expectation of the Municipality of Anchorage that the general obligation bonds proposed for April 3, 2018 will be used to make capital improvements to facilities in each service area noted. Information contained herein describes how MOA expects to use the bond proceeds. However, as project development progresses, changes in scope, project feasibility, phasing, timeline, or estimated costs may occur that result in acceleration, delay, or adjustments related to the above projects.*