

Municipality of Anchorage
Library Advisory Board Agenda
Muldoon Library Meeting Room
September 18, 2019
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		Nancy Hemsath, Chair
	Cristy A. Willer, Secretary		Lucy Flynn O'Quinn
	Jamie Lang		Sarah Switzer
	Jonathan Bittner		Wei Cheng
	Lo Crawford		

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

	TOPIC	Leader	Time	Action
	Call To Order			
	Person (s) to be Heard		3 min	
	Consent Agenda, Sep 18, 2019	Chair	1 min	Vote to Approve
	Approval of Minutes –Minutes	Chair	2 min	Vote to Approve
	Mission Moment: Jim Curran, Branch Manager, Muldoon Library	Jim	15 min	
	Policy: Volunteer Policy	Director	10 min	Vote to Approve
	Board Terms and Appointments	Chair	5 min	
	Slate for Election of Officers	Chair	10 min	
	Advocacy Discussion and Assembly Appointments	Director and Jon	20 min	
	Retreat For Friends, Foundation and LAB members	Director	5 min	
	Staff Updates Director Report	Director	15 min	Discussion
	Next Board Meeting <ul style="list-style-type: none"> October 16, 2019, 5:30-7, Alden Todd Board Room 			
	Board Comments and Adjourn			

**Municipality of Anchorage
Library Advisory Board
Minutes**

Date: August 21, 2019	Location: Chugiak Eagle River Library
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Board Members				Staff
E	Nancy Hemsath, Chair	X	Lucy Flynn O'Quinn	Mary Jo Torgeson, Director
X	Barbara Jacobs	E	Sarah Switzer	Jacob Cole, Ass't Director
X	Cristy A. Willer	X	Wei Cheng	
E	Jonathan Bittner	X	Jamie Lang	Guests
X	Lo Crawford			None

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

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:40 p.m.	
Person to be heard	Jacob Cole, Ass't Director, (former IT), oversees branch libraries. Mr. Cole described earthquake damage to Chugiak , local "Eagle Exit" movement, Job Fairs attracting local writers, a romance book club, a community (and user) demographic assessment, and a scary virus story.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> Agenda approved (Lo/Barbara) Minutes of 6.19.19 approved as amended (a) Person to be Heard – Keenan Powell, representing Sister's Ink, presented an award for \$1,000, and (b) Mission Moment – Garden programs at Gerish Girdwood Branch are popular (Lucy/Lo). Minutes of 7.17.19 approved (Lo/Wei). 	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <u>Confidentiality Policy</u> (attached) was discussed. <u>Library Card Eligibility Policy</u> (attached) was discussed, including questions re: how people are notified about their cards expiring at 3 years. <u>Director's Report</u> (attached). 2019 budget and bond discussion regarding specific budget lines, reduced fees, strategic supports for the budget and a bond initiative. 	<ol style="list-style-type: none"> Policy approved (Lucy/Barb) Policy approved as amended: [1][a] "Residents of and/or owners..." (Cristy/Lucy) None. The Director was directed to pursue a bond initiative for 2020. She will distribute talking points to the board members.
Comments	None.	
Adjournment	Meeting adjourned at 7:24.	
Next Meeting	September 18, 2019 at Muldoon Library.	



VOLUNTEER POLICY

STATEMENT OF PURPOSE

Volunteer time, energy and goodwill are invaluable assets to the Library because volunteerism enhances the Library's ability to fulfill its mission by providing opportunities for direct public participation in Library services. Volunteerism also strengthens the Library's relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve satisfaction and advocate for quality Library service.

DEFINITION OF VOLUNTEER

A volunteer shall be considered as any individual 12 years or older, who assists with work done at the Anchorage Public Library, without remuneration. Anchorage Public Library currently has three volunteer programs.

VolunTeens is the juvenile volunteer program. Volunteers may join the program when they enter 7th grade, and may stay until they graduate high school.

APL Volunteers are aged 18 and up.

Court Ordered Community Service - Anchorage Public Library will accept volunteers who need to perform community service for a court or court ordered diversion program, contingent upon the nature of the additional workload that may be imposed on the Volunteer Coordinator in verifying the volunteer's service with the external organization.

Anchorage Public Library reserves the right not to accept a community service volunteer whose service is required by a court, court diversion program, or similar entity, depending upon the details of the potential volunteer's case.

Volunteers will be accepted based on the Library's needs and the individual's qualifications as determined during the selection process.

The Library is not obligated to provide volunteer opportunities. APL does not discriminate in hiring or in approving volunteers with regard to any legally protected characteristic.

APL does not provide any medical, health, accident, or worker's compensation benefits for any volunteer.

The Library assumes no liability for personal items that are lost, damaged or stolen. It is advisable not to bring valuables to the Library.

BECOMING A VOLUNTEER

Individuals interested in volunteering at an APL Library must:

- Fill out an application
- Complete an interview with the Volunteer Coordinator
- Any APL volunteer, aged 18 and up, who works directly with the public and plans to work in a long-term volunteer position as defined by more than fifty hours in a twelve month period, will need to complete a

name based background check through the AK Dept. of Public Safety. Anchorage Public Library will reimburse those costs associated with the background check.

Once accepted as a volunteer, they will also need to:

- Fill out a Volunteer Agreement Form
- Attend orientation

Volunteers will be provided with an orientation to the Library and training for the work to be done. Each volunteer has an on-site supervisor who is responsible for management and guidance of work, establishing a work schedule and tracking hours, and being available for assistance during the volunteer's work time.

The Volunteer Coordinator is responsible for coordinating the program. Potential volunteers will be interviewed and provided a brief orientation about the Library and its Volunteer Program. When a volunteer has been assigned to a particular area, his or her training becomes the responsibility of that department. Volunteers may perform varied duties as specified in individual job descriptions developed by Library supervisors.

VOLUNTEER EXPECTATIONS

Volunteers must be able to follow verbal or written instruction and must be willing to perform all work as assigned by staff.

Volunteers are expected to conduct themselves as if employed by the Library and must adhere to the policies and procedures regarding work schedules, attendance, conduct, performance, safety procedures, and proper attire.

Volunteers must wear a Volunteer badge at all times while on duty. Volunteers may be released from their duties at any time at the discretion of the Library.

VOLUNTEERS FROM OUTSIDE ORGANIZATIONS

Anchorage Public Library appreciates the support of other institutions in the community and encourages external organizations to consider bringing groups of volunteers to volunteer at the Library. Groups from outside organizations must be accompanied and supervised by a responsible adult. The person in charge of the group must sign an organizational Volunteer Agreement.

RESTRICTIONS ON USE OF VOLUNTEERS

Volunteers shall not replace appropriately trained and paid staff, nor shall they be used to compensate for inadequate staffing patterns, failure to fill vacant posts, or cutbacks in Library funding.

Volunteers may not hold a position wherein they are required to be at the Library at a set date and time and their unexpected absence would adversely affect the Library's regular operations. Volunteers may not perform duties that constitute a significant portion (at least 50%) of a paid staff member's job description. Volunteers may not perform activities which reveal confidential patron information or which use the Integrated Library System.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, September 18, 2019

LIBRARY ADVISORY BOARD – Feb, 2019

Members Name/Address	Phone and Email	Term Expires
Cristy A. Willer, Secretary 17330 Bettjean Anchorage, AK 99516	Work: (907) 793-3421 Home: (907) 336-3335 Cell: (907) 301-4403 cristy.willer@gmail.com	Confirmed 9/20/2017) Term Expires 9/20/2020 (Aug. 26, 2014)
Nancy Hemsath, Chair 19670 North Mitkof Loop Eagle River, AK 99577	Work: (907) 272-5313 Home: (907) 696-6815 Cell: (907) 230-0641 nancyhemsath@gmail.com	Confirmed 12/6/2016 Term Expires 10/14/2019
Barbara Jacobs 10215 Schneiter Dr Anchorage, AK. 99507	Cell: (907) 830-4111 Barb_jacobs@mac.com	Confirmed 9/13/2016 Term Expires 10/14/2019
Jamie E. Lang, Vice Chair 7623 Old Harbor Ave Anchorage, AK 99504	Home: (907) 727-6489 jamielangak@gmail.com	Confirmed 12/04/2018 Term Expires 10/14/2021
Lucy Flynn O'Quinn 1110 W. 6 th #405 Anchorage, AK 99501	Work: (907) 562-2000 Cell: (907) 570-7890 Flynn.oquinn@gmail.com	Confirmed 12/04/2018 Term Expires 10/14/2021
Wei Cheng 10942 Northfleet Dr. Anchorage, AK 99515	Home: (907) 346-1667 Work: (907) 267-2167 weizcheng@yahoo.com	Confirmed 12/04/2018 Term Expires 10/14/2021
Sarah Switzer 1549 K Street Anchorage, AK 99501	Work: (907) 929-9906 Cell: (301) 512.6781 sswitzer@scf.cc	Confirmed 12/04/2018 Term expires 10/14/2021
Jonathan Bittner 2065 Belair Dr Anchorage, AK 99517	Cell: (907) 529-1103 jonsbittner@gmail.com	Confirmed 10/21/2014 Term Expires 10/14/2020 (Oct, 2014)
Lourdes Linato-Crawford PO Box 112325 Anchorage, AK 99511	Home: (907) 346-3880 Cell: (907) 250-6706 Locraw4d@yahoo.com	Confirmed 12/20/2016 Term Expires 10/14/2019
Mary Jo Torgeson, Municipal Librarian	Work: (907) 343-2892 (o) Cell: (907) 231-3110 (c) TorgesonMJ@muni.org	
Teen Advisory Member (vacant)		

2019 Library Budget Talking Points

The Community Supports the Library

- 8 in 10 Americans believe public libraries can help them find reliable and trustworthy information.
- 70% of U.S. voters visited their library in the past year, with Millennials being the most frequent patrons
- In Anchorage, a recent survey found that 86% of library patrons (and 70% of non-users) believe that APL provides good value for the tax dollars invested.

Elimination of Fines (\$101K)

- Customer relationships and service: library users often get angry or upset over fines, which leaves them with a negative image of the Library and many times we lose not only that patron but the entire family. Staff want to help and be resources not rule enforcers or debt collectors.
- Parents often don't allow their children to check out books because they can't afford the fines or are afraid of the library because of the threat of fines.
- Libraries that have eliminated fines have seen an increase in community members using the library, especially the low-income populations who need libraries the most.
- Collecting and processing fine money takes library staff away from their primary job which is assisting library users.

Need for Expanded Branch Hours (\$228K)

- APL's branch libraries provide programs, outreach, and services that are specially tailored to the neighborhoods in which they are located.
- The additional hours would allow them increased opportunities to serve hard working citizens that cannot come to the Library during current open hours and allow staff the possibility to coordinate with other agencies.
- Providing additional hours maximizes the use of Library resources that already exist. It is far more fiscally responsible and provides more for the money than a new location.
- Increased revenue generation with additional hours for meeting room rental (Chugiak-Eagle River and Mountain View) and Passport Services.

Need for Materials Budget Increase (\$120K)

- Our entire materials budget for 2018 (including books, media, and digital resources) was \$801 Ten years ago the materials budget was \$921K, so we're not even keeping up with inflation.
- We lag far behind our peers - Anchorage spends \$3.53 per capita on materials; Fairbanks \$6.24 and Juneau \$7.15.

- Digital resources, which are in high demand, are very expensive: Tara Westover's *Educated* cost \$15 for a print book, \$95 for an eAudiobook, and \$55 for an eBook (with a license that expires after two years).
- A weak collection hurts our students, people needing information for their quality of life and readers.

Need for Early Literacy Outreach Librarian (\$100K)

- Alaska is the 49th in school readiness and early childhood education. Fourth grade reading scores in Alaska are among the worst in the country.
- Part of the Library's Strategic Plan is a focus on Education. Early Literacy has the greatest potential for improved outcomes. It is harder to catch up than to start off on right foot.
- The Library seeks to increase the number of children prepared for Kindergarten, create better informed caregivers that can help future children, and have a long-term improvement in fourth grade reading scores.
- To be effective APL needs an additional staff member that can focus on coordinating with other organizations, instructing caregivers, providing service to children outside of the Library locations, and assist in continuing education of existing staff.

Library Alignment with Mayor and Assembly Priorities

- Homelessness and Public Safety: The Library is a critical resource for fighting the city's war against crime, drugs and homelessness – it helps improve education outcomes, connects people to services, helps people find jobs and gives our city a sense of community.
- Administration: the Mayor has stressed making the government more efficient. The Library has done that with our remodel as well as trained staff to look at workflow in different ways.
- Jobs/Economy: the Library is a catalyst for economic resiliency, offering Job Lab and other assistance for job seekers, partnering with other agencies such as Nine Star and resources for small businesses.

LIBRARY DIRECTOR'S REPORT

August, 2019

Staffing:

- Due to the many staff shortages the past three months, staff have been moving around to help cover desks in other locations.
- We are starting to “zoom” all staff meetings once a week, in cooperation with the fire department studio (housed in the library), and then a recording follows for staff not present to watch. We have finally found a reasonably successful way to communicate with all staff. Here is our first zoom staff meeting – Stacia, Sarah, Misty Rose, and Elizabeth wanted a picture with the laser cat background.



Central Library and Branches:

Loussac:

- The vandal that created a flood in the archives has been apprehended with a court date for a felony.
- It could be next year before the tile is fully installed.

Muldoon:

- We have extended the lease for another five years, and will receive some upgrades, such as additional electric outlets, new paint and new flooring in the entrance.
- Like Eagle River, there have been staff openings at Muldoon, and a big thanks to all the staff that have helped with coverage. A new youth services librarian will start the end of September.
- Muldoon also had a visit with NASA Astronaut, a highly popular program.

Eagle River:

- Astronaut Rex Walheim brought many people out on a Saturday morning. One little boy wore a full space suit, carrying his helmet under his arm. He was thrilled to pose for a photo with Rex.
- The Between the Covers Romance Book Club will be participating in the Great Big Romance Read sponsored by The Ripped Bodice book store. We are featured on their website and social media, and are looking forward to seeing new faces at the September book club meeting.

Mountain View:

- Branch Manager and Youth Services librarians are in place and we are looking forward to learning about the Mt. View community. Keelin and Rayette attended the Neighborhood Night Out on August 6, where we met community members and organizations.

- 20 Passports were processed.
- Tennessee Traveler. The Good Daughter was returned to our book drop on 8/24 with this hand-written note: Good morning, this book has quite a travel history! Recently, on a morning I volunteered I found it in my local library's dropbox - the Public Library of Tellico Village, Loudon, Tennessee. Because the librarian knew my husband & I were to travel through Anchorage today, we offered to carry "The Good Daughter" cross-country and deliver it home.

Girdwood:

The biggest thing to happen here in August was the NASA astronaut visit. 104 people of all ages came to watch astronaut Rex Welheim speak, which is a new record for us. Patrons are still commenting on how great the presentation was. (see below)



Youth Services

- Back to school fair – this Fairview Rec Center outreach event was an opportunity to hand out books and supplies, meeting with almost 800 parents and students.
- HUGSS supply hand out and wrap up for our Readers to the Rescue drive was a huge success. We purchased \$1000 worth of school supplies and donated them to HUGSS. Our youth librarians went and helped hand out backpacks to 3500 students! This had such a big impact, we agreed to have HUGSS remain our Readers to the Rescue partner for summer 2020, as part of our Summer Discovery program.
- South Central Foundation Preschool (outreach) – We presented storytimes to approximately 150 babies, toddlers, and preschoolers
- While returning a STEM kit, a grandmother shared that her grandson's English language skills are poor. However, he loves borrowing the STEM kits. He is able to do the projects even though he cannot read English, because the pictures in the instructions tell him what to do.
- Teen Civic Day tour- Jon in partnership with the Mayor's office hosted a tour for a group of teens as part of a Civic day/fair program, where teens learn about different municipal departments. Gave a tour and presentation on what librarians do and how we help "community".

Ready to Read Alaska Outreach/Presentations:

- Hosted a table at thread's Book Party in the Park on August 8, talking to several hundred families about library resources and events and the kits available for checkout through Ready to Read

IT and Patron Services

- Celia Hartz, our new IT/Patron Services Coordinator, has been heavily involved in training Patron Services team to help staff the 3rd floor new computer stations.
- Patron services are working to streamline the holds process.
- Moved equipment/computers from two location: reference desk to our new location; Youth services public computers area needed new carpet and all computers had to be moved.
- The Executive team of MOA made the decision to “turn off” WIFI in all locations from midnight to 6:00 AM in all locations. Our WIFI transmits to the outside, with people using the services before the library opens. This decision was made based on the Muldoon Library lease from Noodlum, who felt that people were using the WIFI and in a closed parking lot. Because we want consistency, all locations are now turned off.

Collection Management Services

- This division processed over 3000 items this month, some of which require full processing.
- Selector Rachel participated in an interview about Graphic Novels and it can be viewed here: <https://sktchd.com/longform/the-quiet-giant/>

Adult Services

- The Foundation paid for two new desks and all public services staff will be routed to cover these desks.
- 24 programs in August 2019, with 869 participants, compared to August 2018, 28 programs with 499 participants, an increase of 74%!
- Adult services is piloting using volunteer book club facilitators with our newest book club – Literary Bridges. Literary Bridges is a partnership with Bridge Builders of Anchorage as a way to explore diversity and identity in Anchorage.
- Staff worked with Community Relations to highlight many of our services for the Chamber event below.

Foundation/Friends

- **Library Foundation:** submitted \$75K request to the Mental Health Trust for the Community Resource Navigation program (social worker). Submitted \$19K request to Recover Alaska for a Peer Navigator program as part of the above.
- **Strategic Plan:** the internal improvement work groups have done some great work – a new employee orientation has been created, new training for supervisors and a new format for staff-wide emails, Land Acknowledgement workshop and ground rules for discussions are some of the latest accomplishments.
- **Volunteers:** the volunteer committee has been busy! Created an online application that will go up soon, created a new volunteer handbook, finalized volunteer policy for LAB approval in Sept.
- **Community Resource Coordinator (Social Worker):** We’re looking into building a peer navigator/outreach program in early 2020. We were able to fund Rebecca’s position for a year, so we are using our private funding requests for an assistant social worker and the peer navigator program.
- **Events:** Banned Books Quiz fundraiser for FOL on 9/26 and Save the Last Comedy show for ALF on 9/27. Stay tuned for details; Oct 9 is the annual membership meeting for the Friends of the Library.

Community Relations

As part of our business grant, we organized an Anchorage Chamber of Commerce – Business After Hours. We hosted over 100 members of the business community in the new Loussac Event Center. Attendees participated in a building wide scavenger hunt that included highlighting the AK Collection, Meeting Room Spaces, UAF Cooperative Extension Service, Lynda.com and of course getting a library card. Great engagement during our BusinessAfter Hours Event.

