

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Board Room, 4th Floor
October 16, 2019
5:30 p.m.

	Barbara Jacobs	E	Nancy Hemsath, Chair
E	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, October 16, 2019	Chair	1 min	Vote to Approve
	Approval of Minutes –Minutes	Chair	2 min	Vote to Approve
	Policy: Computer and Internet Policy	Director	10 min	Vote to Approve
	Policy: Posting Policy	Director	10 min	Vote to Approve
	Advocacy Update	Board	15 min	Discussion
	Staff Updates Director Report	Director	15 min	Discussion
	Next Board Meetings <ul style="list-style-type: none"> November 20, 2019, 5:30-7, Alden Todd Board Room December 18, 2019, 5:30-7 Alden Todd Board Room 			
	Board Comments and Adjourn			

**Municipality of Anchorage
Library Advisory Board
Minutes**

Date: September 18, 2019	Location: Muldoon Library Meeting Room
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Board Members				Staff
X	Nancy Hemsath, Chair	X	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	Jacob Cole, Ass't Director
X	Cristy A. Willer, Sect'y	X	Wei Cheng	Jim Curran, Branch Mgr, Muldoon Library
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:50 p.m.	
Person to be heard	None.	
Mission Moment	Jim Curran, Branch Manager, discussed low census during the summer due to capacity issues and the good news of hiring a new youth coordinator; the demographics of Muldoon Library's catchment area; outreach efforts in the area and forming partnerships.	
Consent Agenda	<ul style="list-style-type: none"> Agenda approved (Jamie/Barb). Minutes of 8/22/19 approved (Lucy/Jamie). 	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <u>Volunteer policy (attached)</u>. Discussed reasons for the policy and recommended adjustments: (a) "VolunTeens... may join the program at age 12 until high school graduation." (b) Under "Volunteer Expectations," carriage return before "Volunteers may be released..." <u>"Literary Bridges" bookclub</u>, a partnership between Bridge Builders and the Library, was described by Lo; next meeting 10/17. <u>Board Terms and Appointments</u>. <u>Election of Officers</u>. <u>Advocacy</u>. Discussion concerned ongoing need for advocacy relative to the budget (1st hearing 10/22; 2nd 11/6, final 11/22). Talking points attached. <u>Retreat for Friends, Foundation, LAB</u>. Tentative date will be 1/25. <u>Director's Report</u> (attached). Discussion: the vandal was apprehended; archives may be moved so pipes are not overhead. Staff is re-evaluating closing down wifi from midnight to 6:00 a.m. 	<ol style="list-style-type: none"> Policy approved (Jamie/Barb). None Three Board members' terms expired in 10/19; all agreed to continue: Barb, Nancy, Lo. Slate approved: Nancy (Chair); Jamie (Vice-Chair); Cristy (Sec'ty). (Lucy/Wei). Board members were assigned respective Assembly members to visit. Jon will set up a meeting with the Mayor; Jamie will help coordinate. Lo agreed to join the planning committee. None.
Comments	"Banned Books" event will be at 49 th State Brewery 9/26.	
Adjournment	Meeting adjourned 7:22 (Jamie/Barb).	
Next Meeting	October 16, 2019; Loussac Alden Todd Board Room.	



COMPUTER USE & INTERNET POLICY

PURPOSE

The Anchorage Public Library offers access to computers and computer-based resources at all locations. If you have a verified library card, you have full privileges to use our services without restrictions, otherwise patrons may ask for a guest pass to use our desktop computers. The policy governs the management of computers and usage, internet, and computer networks that are owned and administered by the Library.

Desktop Computers

Desktop computers with Internet access are available at all library locations. Stations are offered on a first come, first served basis. Guests who do not have an APL card may request a guest pass. Patrons who sign in with an APL card receive additional time. You can sign up for a reservation in the library using a reservation terminal, or ask for help at a desk.

Laptops/Tablets

Laptops and tablets are available on a first come first served basis. To checkout a laptop or tablet you must have a verified APL card in good standing. Laptops and tablets are for in-library use only. Only one device can be checked out per library card at one time. Laptops and tablets will not be checked out less than 30 minutes before closing, and must be returned 15 minutes before closing. Most devices are only available to patrons 18 and older, and you may be required to show picture ID. Some locations may have additional devices available for youth checkout, these devices can only access our filtered Wireless Internet. Check with library staff at your location for device options.

APPROPRIATE 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. Because APL's computers are in public areas, guests may be involuntarily exposed to what others are viewing. We ask that users remain sensitive to the fact that the computers are 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.

Please refer to the APL Code of Conduct.

Acceptable Use

Use of the Library's computers shall be guided by the following principles:

- Respect for the privacy of others.
- Adherence to the legal protection provided by copyright and license to programs and data.
- Consideration for the security and functioning of computers, networks and systems.
- Adherence to APL and MOA policies governing the security and functioning of computers, networks and systems.

Unacceptable Use

- Any activity which violates U.S., state or local laws.

- Transmitting threatening, obscene or harassing materials.
- Intentional or unintentional disruption of network users, services or equipment, harm to other computer systems including excessive bandwidth utilization.
- Tampering with computer or network security.
- Disconnecting library equipment, including monitors, network cables and electrical cords.
- Making unauthorized entry into any systems accessible via Library computers.
- Failing to follow library policies, including: signing up for an internet computer; failing to log in using your own library card number or guest card number, paying for printing and following time limits.
- Developing and/or propagating programs that harass other users or cause harm to other computer systems.
- Copying, file sharing, downloading or distributing commercial software or other works or materials (i.e. music, movies, etc.) that violates copyright laws.
- Accessing or loading pornographic, obscene, or sexually explicit material.
- Other uses deemed inappropriate at the discretion of APL management.
- 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.
 - Displaying or printing materials that violate the Municipality of Anchorage 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)*.

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/Wi-Fi rules.
 - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.
- *Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.*

INTERNET POLICY

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. APL does not provide privacy screens and no expectations of privacy is guaranteed.

Whether or not internet sessions are filtered is based on the type of card used to login. Cards for individuals over the age of 18 are unfiltered and cards for individuals under the age of 18 are filtered. We are not responsible for an individual over the age of 18 giving a minor access to their card and unfiltered internet.

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 regulations, all public access computers at APL are filtered.
- 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, guardians, or caregivers to determine and monitor their children's use of library materials and resources including the Internet. APL will not act *in loco parentis* if the caregiver is not present.
 - Library staff is available to help identify and locate resources to help parents, guardians, and caregivers 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.

WIRELESS NETWORK ACCESS

APL offers wireless Internet access in all its libraries. By using our free wireless service (Wi-Fi), you agree to abide by the library's Internet use policy and APL Code of Conduct.

- The library's wireless network is public and not secure. Use of APL Wi-Fi is entirely at the risk of the user.
 - By choosing to connect to APL Wi-Fi, 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 Wi-Fi.
- 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.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board,



Posting Policy

Purpose

As a service to the community, information bulletin boards and/or kiosks may be available in designated areas of the library for posting library information, government information, public events, and public service information of non-profit organizations. This policy refers to the posting of informational fliers or posters; exhibits are covered by the Library's *Exhibits Policy*. The Library does not post online informational notices or links from the library web page.

Policy

Items will be posted based on space available under the following priorities:

1. Library announcements and events
2. Municipality Of Anchorage announcements and events
3. Events or programs co-sponsored with the Library
4. Events or programs sponsored by non-profit organizations of general interest
5. Educational opportunities from public and non-profit agencies

Permission to post an item is at the discretion of the Library Director, his/her designee or Library Branch Manager.

The posting organization assumes full responsibility for content. All postings must be suitable for public display. Display items must be of reasonable size in relation to the space available. In general, items should not be greater than 11" X 17" in size.

The library will post only one notice per location; the posting organization is responsible for distributing notices to other library locations if multiple postings are desired. The posting of any notice by outside organizations does not imply endorsement or sponsorship by the Anchorage Public Library or the Municipality Of Anchorage.

Postings will be removed after the announced date for dated events. Non-dated postings may be removed after thirty (30) days and will be posted no longer than sixty (60) days. Postings may be removed without notification at the discretion of the Library Director, his/her designee or the Library Branch Manager. Postings will not be returned to the organization.

The following items will not be posted:

- Personal notices of items for sale, rent, or free distribution
- Promotion of political candidates, political parties, or an advocacy position on any issue on a public election ballot
- Announcement of religious worship services
- Commercial announcements or advertisements by for-profit organizations
- Legal notices

Posting decisions may be appealed to the Library Advisory Board.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, October 16, 2019

LIBRARY DIRECTOR'S REPORT

September 2019

System Activities:

- The Library Director is on the Census Commission as libraries will be instrumental in helping the public with the census information.
- Budget: The Mayor recommended a stable budget and supported:
 - Elimination of fines
 - Reinstatement of a position that had been cut due to clerical error
 - Upgrade of two positions
 - Increased budget for vandalism and special cleaning

Muldoon:

- Muldoon's new Youth Services Librarian, Ariana Meyrich Blomquist, started on September 23rd, coming from Sno-Isle Libraries in Washington. She writes: "Last week I opened many cupboards and files, discovering all the wonderful children and teen materials here at Muldoon! On Friday I did my first storytime here and the caregivers and children were very sweet and welcoming."
- September 21st was International Spin in Public Day! Six members of the Weavers/Spinners Guild displayed their love of their craft and mesmerized a mother and children. They were successful with getting one child to try drop spinning at home—she with a spindle and a small bag of wool.

Eagle River:

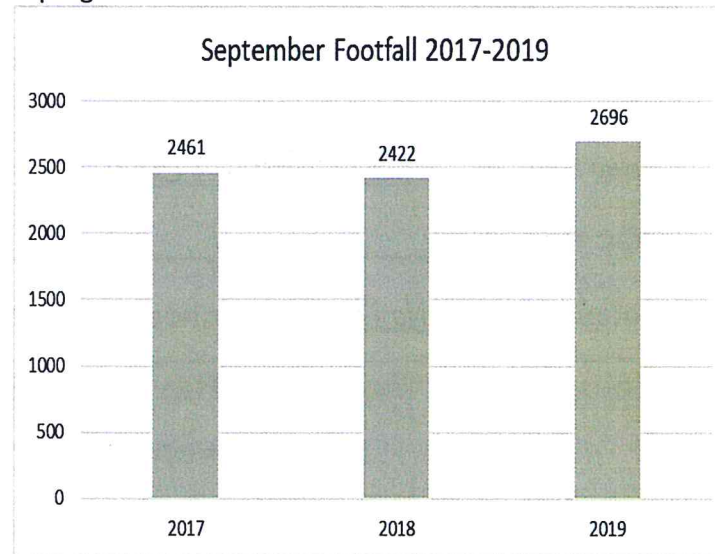
- There continues to be staff openings and staff from around the system have been helping.
- Our romance book club participated in The Ripped Bodice's Great Big Romance Read, breaking away from our thematic structure to read *The Lady's Guide to Celestial Mechanics* by Olivia Waite. We had an enthusiastic and respectful discussion with diverse opinions on the book, and everyone enjoyed treats to celebrate our one-year anniversary of the book club.
- We had a 12% increase in storytime attendance this year. We don't know for sure what the cause is, but it may be due to a return to regular family activities after a glorious summer once the rain started. Preschool programs: 2019: 12 programs, 341 attendance; 2018: 12 programs, 267 attendance.

Mountain View:

- Librarians participated in the Clark Middle School Open House and the Grow North Farm Fall Festival. We could not attend these community events without the support of MV staff, Teresa, Don & Mickey.
- MV Building visitor numbers have dramatically increased, 10,205 in 2018 to 12,073. Anecdotal evidence points to the reduction in funding for temporary housing and shelters.
- Program attendance:
 - 2019: 44 programs; 267 attendees overall
 - Attendance numbers are building. We are actively working to learn about the MV community and identify the right fit and scope of programs/activities for our community.
 - 2018: 52 Programs; 663 attendees
 - Although the numbers are lower this year, I don't believe that it represents a trend. A large contributing factor is the relocation of Tundra Vision to Loussac. Tundra Vision is a success story of library/community partnership. The program regularly filled the MV Community Room and has outgrown our space.

Girdwood:

- September saw the start of storytimes for the fall/winter. Family Storytime continues to be well-attended, with an average of 30 people at each session. There seem to be fewer babies in Girdwood now, so that program is a little down, but the babies we had during the winter are now attending Family Storytime! It's been great seeing them grow and progress.



Youth Services

- Reviewing the world language collection and working on identifying inclusive and multicultural titles for purchase.
- Toddler Times since the beginning of September have been at capacity, often turning people away. We are resuming a 4th Toddler Time (two on Wednesday) to hopefully alleviate the overflow.
- Summer Discovery report attached.
- Project Build programming returned! These STEM events for 8 to 12 year-olds are in partnership with engineer volunteers and fulfill a grant requirement.
- Storytimes restarted! After a break in August, we welcomed back capacity crowds to our 6+ storytimes per week. This included some special programs like Bite-Sized Science.
- We resumed our partnership, Countdown to Kindergarten, with ASD.
- Teen programs: regular programs (including Teen Writing Society, Teen Tech Time) and special programs like the K-Pop party (which is becoming regular because teens love it and 30+ teens show up every time).
- YA Outreach has included visiting several schools (Bowman and Central) to register teachers for cards and educate the educators about our databases.

Ready to Read Alaska

- Hosted two Caregiver Chat programs with assistance from staff at PIC, talking to informal caregivers (friends, family, and neighbors) about early literacy and child development milestones.
- Submitted proposal to WIC for creating early literacy spaces in the four Anchorage offices

Adult Services

- Vandalism struck in September 8, which resulted in water leaking through into the Vault below and damaging or destroying materials inside. Staff members and Arlene Schmuland from UAA Special Collections and Archives were called in and assisted Sunday staff with immediate cleanup (photo below).

- Banned Books Quiz took place on Thursday, September 26th. There were 63 participants and the event raised \$480 for the Friends of the Library.
- Programs: 2019: 47 programs, 1138 attendance; 2018: 42 programs, 814 attendance.
- Great reference question:
Americana History project focused on the first Chinese restaurants in each state, since Chinese restaurants are actually a very American occurrence and Chinese American culture is not well documented. He explained what he knew about the first Alaskan Chinese restaurant, Don's Green Apple which was where Mad Myrna's currently is and was going to send in a request for more information about when and why it closed via the email ask a librarian. Just an interesting piece of history from a very passionate patron.
- The Civics Fair took place on Saturday, September 21st. This event was planned with the UAA Center for Community Engagement & Learning and took place as part of Welcoming Week. Stacia was the library representative and posted the question, "What would make the library a more welcoming place?". She talked to about 175 participants and gathered direct feedback that was logged and discussed at ELT. There were 350 attendees at the Civics Fair

Suggestions Collected from the Civics Fair (Selected Sample)

- Have a friendly live human closer to where people enter
- Make book drop easier!
- More snow removal
- Move the handicap buttons to the door frame. The present way is terrible!
- Private study rooms that you can register for two hours with library card
- Get rid of some late fines
- More hours open on the weekends
- More pets – pet friendly library
- Have more LGBTQ+ books in the library
- Keep buying books!
- More periodicals



Konstanz drying ledgers



Very wet tax rolls from ledger that had to be separated



APL Banned book quiz team

IT and Patron Services

- Branch staff are getting new computers, which includes a new configuration to allow staff to do more on the computers and create more efficiencies
- There has been LOTS of computer installation and movement: new computers in branches, dismantling computers in the children areas for carpet installation; public computers spread out so that there is more distance between users; reconfiguring computers for Community Resource coordinator usage
- Reviewing the streamlining of the holds process to create more efficiencies
- Patron services staff is now rotating up to all floors to assist staffing desks

Collection Management Services

- CMS does review some of our donations and added 61 items this month

- All CMS staff are now cross trained
- CMS staff has been taking training on a new product, CollectionHQ, which provides datasets on collection usage. This product will assist with weeding the collection and potentially making suggestions for purchase.

Communication Report

• **iHeartMedia Update**

This is our last iHeart Endorser for the year. Crash, on 650 KENI, is the co-host for the Mike Porcaro Show (M-F 3-6pm) With 29 years in radio Crash's distinct voice and wit are part of the Anchorage radio landscape. Demographics for the station are adults 55-64, 65+, 68% male /32% female with high incomes. Crash will be promoting the library September-November specifically with the MOA budget cycle in mind. Recently Loussac hosted the Daughters of The American Revolution for "Constitution Day." One of the DAR approached Stacia to share how much she enjoys "hearing about the library on the radio, especially when Crash talks about his 8-year-old daughter." This effort is a stretch from our traditional reach to a more liberal patron and seems to be working out so far.

Social Media Highlight

Twitter love from a partner and attendee for Looking For America; an event and exhibit hosted in the Loussac Event Center with Anchorage First Lady Mara Kimmell.



Anne Hillman
@hillman_anne

The beauty of hanging out at the @anchlibrary? A fancy business event downstairs, an immigration art exhibit upstairs, and the cross section of society hanging out everywhere in between. Plus I got a stack of books. Double perk.

3:03 PM · Sep 19, 2019 · Twitter Web App

18 Likes



New American Economy
@NewAmericanEcon

Thank you @anchlibrary and @AnchorageMuseum for co-hosting #LookingForAmerica's Anchorage art exhibition and cross-political dialogue. Next stop: Siouxland! Learn more at lookingforamerica.us!



12:26 PM · Sep 24, 2019 · Twitter Web App

Community Resource Coordinator – This program has now operated for one year

- 5 housing successes via CRC referral, navigation and advocacy this month:
 - Two clients who just moved to AK and were homeless, sleeping in the airport just got housing and one got full time employment
 - One senior, severely mentally ill Loussac regular got housed after years of staying in shelter, often enduring assaults on the street
 - One long-time library regular has stabilized in transitional housing after several years sleeping outside and in friends' garages
 - One senior veteran moved from shelter into housing
- Programming: Housing Lab: 30 participants in September
- 49 Cases (excludes Housing Lab)
 - Currently homeless (self-identified): 28; at risk of homelessness: 8

- Individual cases, assistance rendered by topic
 - Housing:
 - 27 individuals (and families) referred to Coordinated Entry and affordable housing
 - Jobs:
 - 16 employment support
 - Wellness: 13
 - Substance use: 0
 - Medical Info: 3
 - Crisis de-escalation: 2
 - Mental health community resources: 3
 - Mental health support provided (coping skills, self-de-escalation practice): 5
 - Food resources:
 - 8 referrals to food pantries and assistance with SNAP applications
 - Top needs for September: Housing, employment, mental health

Foundation/Friends

- Foundation: Busy fundraising month: \$19K from Recover Alaska for Peer Navigators; \$6K from Atwood for the Tundra vision series; \$17K from PickClickGive. The Foundation is also working on a planned giving campaign to increase their endowment.
- Friends Annual event held Oct 9; booksale first weekend of Nov.

Strategic Plan

- Staff was asked to complete an internal culture survey, as a follow up to the strategic plan. Once we tabulate the information, we will share with the board.
- We conducted a land acknowledgement training and the Diversity, Equity and Inclusion committee has met to discuss next steps. This committee meets monthly and provides training and a place to talk about issues, such as the elimination of fines.
- Conducted an all-day retreat to build teamwork for supervisors.
- Statistics, data and reporting committee has started to meet in order to clean up our data collection as well as to determine data and outcomes that will better tell our story.

SUMMER DISCOVERY 2019

SUMMER OVERVIEW

3,974 participants

1,119 finishers

636 new youth library cards created

103,336 youth materials circulated

PROGRAMMING

42 Summer Discovery programs:

5,016 attendees

134 storytimes:

3,683 attendees



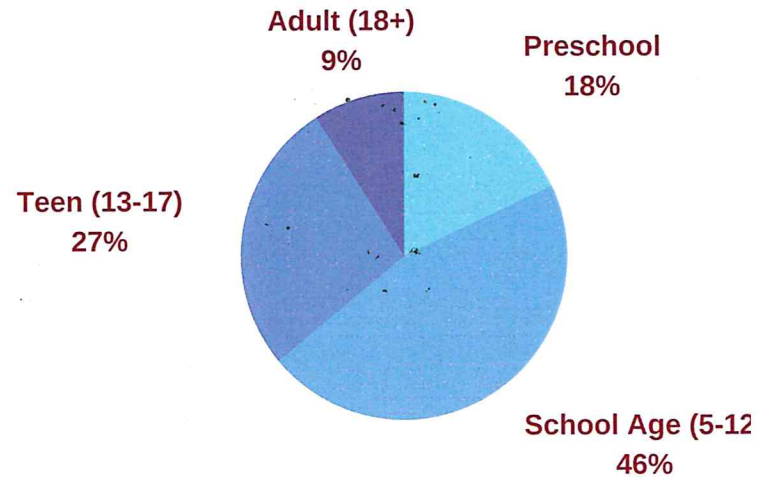
169 other youth programs:

10,746 attendees

Total summer event attendance:

19,445

PARTICIPANT DEMOGRAPHICS



READERS TO THE RESCUE

252,618 extra minutes logged

\$1,000+ worth of school supplies donated



APL staff distributing school supplies with HUGSS!



ANCHORAGE
PUBLIC LIBRARY



VOLUNTEERS

48 teenagers volunteered for
a total of 898 hours.

Throughout the summer, we focused on keeping kids engaged and eager to return to the library—a goal we achieved as evidenced by programming attendance statistics that were higher than ever! Best of all, the percentage of school age children who returned their completed Summer Discovery logs **doubled** over last year.

EVENT HIGHLIGHTS

Astronaut Rex Walheim brought in **601** attendees across all five APL locations.

Bigger and better than ever, **1,800** people joined us for all things magic at **Harry Potter Day 2019!**

SUMMER DISCOVERY MADE POSSIBLE BY

\$23,000 in cash from the
Friends of the Library

\$4,000 in-kind donations
from other sponsors

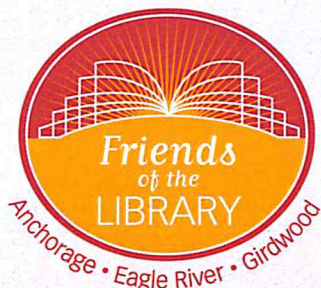


PEOPLE SAY...

"Thank you! My kids love this program and take their reading very seriously year round and I promise it started with this program!"

"It has helped my children develop the great habit of daily reading without having to beg them to do it. Now I need to know how to get one of my kids to STOP reading (at 2 am)."

THANK YOU TO OUR SPONSORS



Alaska Zoo
Alaska Railroad
Anchorage Museum
Bosco's

Dimond Center Ice Chalet
H2Oasis
Over the Rainbow Toys
Title Wave Books