

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
November 20, 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, Nov 20, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –Oct 16 Minutes	Chair	2 min	Vote to Approve
Policy Review – Facility and Ground Use Policy	Director	10 min	Vote to Approve
Staff Survey review	Director	10 min	Discussion
Staff Updates Director Report	Director	45 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>Dec 18, 2019, 5:30-7, Alden Todd Board Room</li> </ul>			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes for October 16, 2019**

Date:	Location:
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Board Members			Staff
e	Nancy Hemsath, Chair		Jonathan Bittner
	Jamie Lang, Vice Chair		Mary Jo Torgeson
			Sarah Switzer
e	Cristy A. Willer, Secretary		Jacob Cole
			Wei Cheng
	Barbara Jacobs		Lucy Flynn O'Quinn
	Lourdes Linato-Crawford		Guests

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:35 p.m.	
Consent Agenda	Agenda approved (Jon/Barb) Minutes approved (Sarah/Jon)	
Discussion/ Action Items	Discussion	Action
	<ul style="list-style-type: none"> <li>Computer use and internet policy discussed LK at page 3 Motion to approve recommended change Policies on line/user to read</li> <li>Review midnight to 6:00 am policy to inhibit accessibility. May bring back. LAB role advocacy vs operational</li> <li>Posting Policy Spelling errors</li> <li>Advocacy updates Jon, Kim Dunn, Mary Rasmusson – met with Mayor/Chris Schutte on 10/2</li> <li>Lo/Wei met with Weddleton and La France on 10/8</li> <li>Jamie met with Meg.</li> <li>Sarah/Lucy met with Chris</li> <li>Director's Report</li> </ul>	<p>Motion to approve (Jon/Sarah)</p> <p>Motion to approve (Jon/Jamie)</p> <p>No discussion on budget; bonds; consensus re language No confidence on stand alone library bond. Fine reduction/elimination support by admin. Support libraries; listened to increase monies for materials and reinstating bus stop. Weddleton brought up possibility of southside branch No extra money; continue to think outside the box</p> <p>finest would be a hard sell On Census Commission-online form; demographics; accessibility Budget – eliminate fines Retreat 2/1/20</p>
Comments		
Adjournment	6:57 (Barb/Jamie)	
Next Meeting	December 18, 2019, 5:30 – 7, Alden Todd Board room	



## FACILITY AND GROUND USE POLICY – DRAFT 10/24/19

### PURPOSE

Anchorage Public Library (APL) welcomes public use of its meeting facilities and grounds in keeping with the Library's role as a community meeting place. It is the policy of the Municipality of Anchorage (MOA) to make rental facilities available on a nondiscriminatory basis while maximizing revenue opportunities to offset expenses.

When APL designated meeting spaces are not in use for library functions, these spaces may be made available for rental on a first-come, first-served basis. Permission to use APL meeting spaces, whether rented or provided at no charge, does not constitute an endorsement or sponsorship of any group, individual, organization or event. This policy also applies to MOA employees and volunteers.

### DEFINITION

This policy covers all public meeting spaces (facilities and grounds) at all APL locations and supersedes any previous APL policies related to grounds and facilities.

### POLICY

#### Reservations and Rental Agreement

A signed Rental Agreement agreeing to the terms of this policy is required to reserve any meeting space and must be submitted before a reservation can be confirmed (Rental Agreement provided by APL at time of reservation request). Applications for rentals are processed in the order received. If multiple reservations requests are made for the same date, priority will be given to the first to submit a signed Rental Agreement. Groups/Users who utilize APL space on a regular basis are required to submit a new application each year. Set up, take down, and rehearsal time must be included in a reservation.

Renters may be required to provide additional documentation if applicable to the activity, such as:

- Copies of noise and health and/or special event road right of way permits
- Letter verifying Anchorage Fire Department's knowledge and approval of event
- Security plan
- Event layout map
- Concessionaire's permit for each vendor

#### Fees

Rental rates are posted on the APL website. Rates may include, but are not limited to, space reservations, equipment rental, security and cleaning deposits. Fees are due within 30 days of confirmation, or immediately if reserved less than 30 days. The booking will be cancelled if fees have not been paid within 30 days. Users will be billed, in half-hour increments, for pre- or post-event use not previously negotiated. All measures necessary to insure safe and lawful conduct of activities, including but not limited to, crowd control measures and fire prevention shall be undertaken and financed by the renter.



### Security

There is no cost for security guards during open library hours. Depending on the location and timing of rentals after hours, additional security will be required at the Renter's expense, to be determined at the time of rental confirmation. APL may, at its discretion, require additional security for certain events.

### Cancellations

No refunds will be given unless written cancellation is received within 30 calendar days of the scheduled event. If an event is canceled due to a Municipal or Library event, all rental fees will be refunded.

### Interruption or Termination of Event

APL reserves the right to interrupt, terminate or cancel an event when, in the sole judgment of APL, such act is necessary in the interests of public safety and/or user is in violation of this policy. Renter waives any claim for damages or compensation should the event be interrupted, terminated or canceled.

### Renter Liability

Renters are financially liable for any damage or loss to the facility or library equipment caused by or as a result of their use. Renters are required to report such damage either in person at the security office on Level 2 at Loussac Library or by telephone at 343-2851 as soon as possible after the incident. Renter shall take only such action as is reasonably necessary to stop or contain damage. APL will take other reasonable action to clean, repair or replace lost and damaged items. Payment for any damage(s) or replacement is the responsibility of the Renter and shall be made to APL within thirty (30) days of receipt of billing.

A certificate of general liability insurance with a copy of the insurance binder with the Municipality of Anchorage identified as co-insured may be required.

### Renter Responsibilities

Renter agrees to:

- Check in and out with security at the beginning and end of event. At Loussac Library, the security office is located on Level 2. Security can be reached by phone at 343-2851.
- Return equipment, chairs and tables to their original configuration and condition. Setup, breakdown and cleanup is the responsibility of the Renter and a cleaning fee or loss of privilege may result if the space is not left in good order.
- Make an appointment to test A/V and other equipment before the rental event. APL will make the best effort to provide equipment, sometimes at a cost to the Renter, but is not responsible for operating the equipment during the rental event.
- Observe posted room capacities and ensure that use does not adversely affect APL operations and others using the library.
- Contain food and beverage to designated areas, unless otherwise authorized by APL.
- Be responsible for their own supplies, specialized equipment, set up and clean up. APL will not provide any supplies to groups using facilities or grounds. Items may not be stored at APL. APL is not responsible for items left in, lost, or stolen from APL facilities and/or grounds.
- Abide by the APL Code of Conduct.
- Supply portable restrooms, at their expense, if there are 100 or more participants and/or if the grounds are used when the library is closed. Library restrooms, water fountains and power may be used when the library is open.

### Additions or Alterations

Additions to or alterations of APL equipment, electrical or mechanical systems are prohibited. All decorations, scenery, etc. shall be erected without defacing the facility in any way (only blue painter's tape and Adhesive Flip Charts are allowed on walls), are subject to the approval of the library and shall be installed and removed from

the facility within the time reserved. The following are not allowed in any APL facility: smoking, candles, open flame, flammable, combustible, or smoldering decorations, smoke or fog generating equipment or apparatus. Stand-alone sound systems may be used if they do not disrupt library activities and are not tied into any facility sound system.

#### **Alcoholic Beverage Sale or Consumption**

Serving alcoholic beverages in APL facilities and grounds is subject to obtaining an Alcohol Beverage Control Board permit, Municipal Manager's Permit, and any other permit or temporary license which may be required by law. Copies of permits must be posted in the area where alcoholic beverages are to be served.

#### **Advertising/Promotion**

Advertising/Promotion of events held within APL facilities and grounds must clearly state the sponsor of the event and a local contact. Promotional materials must be worded so that it is clear to the general public the event is held at, not sponsored by APL.

#### **Laws and Ordinances**

Use shall be in accordance with all applicable Federal, State and Municipal ordinances, statutes, rules and regulations.

#### **Public Assembly**

Library grounds may be used for the purpose of Public Assembly. The rules governing this are outlined in a separate APL "Public Assembly Policy."

#### **Group Study Rooms**

Group study rooms are provided at some APL locations for people to work on projects or study together without disrupting other library patrons. The rules governing this are outlined in a separate APL "Group Study Room Policy."

#### **Conditional Use**

The renter shall defend and hold harmless from and indemnify the MOA for liability and claims arising out of acts or omissions of APL, employees, participants, agent or contractors.

#### **Amendments**

APL may impose such other reasonable conditions in addition to those specified herein as deemed necessary for health and safety.

#### **Rejection of Room Application**

The Library reserves the right to reject any application if it is determined that the organization has abused its past privileges in using Library facilities as determined by the Library, including, without limitation: disruptive behavior, vandalism, theft, failure to appear for a scheduled meeting, failure to pay all fees and/or failure to exit the building on time.

**Recommended for approval: Mary Jo Torgeson, Library Director, x**

**Approved by: Library Advisory Board, x**



Question	2018	2019	Difference
# of Responses	54	63	9
Time spent on survey (mins)	7	13	6
Q. Name APL's 3 Community Focus Areas (% correct)	n/a	65%	
Q. I know what is expected of me to successfully perform my work.	4.45	4.4	-0.05
Q. I have resources (knowledge, equipment, materials) I need to do my job well.	3.98	4.14	0.16
Q. I feel safe speaking up if I see a problem.	3.85	3.83	-0.02
Q. I have confidence that my supervisors [added in 2019: direct supervisor] will make good decisions.	4.06	4.46	0.4
Q. I have confidence that APL leadership [added in 2019: (ELT - Mary Jo, Jacob, Clare, Stacia, Laura, Elizabeth, Misty Rose, Audrey Jo, & Celia)] will make good decisions.	2.98	3.78	0.8
Q. Managers and supervisors are open to new ideas from staff.	3.87	3.9	0.03
Q. I understand it is okay to make mistakes because we can learn from them.	4.1	4.38	0.28
Q. I know what APL's mission, vision, and values are.	3.36	4.11	0.75
Q. APL's mission, vision, and values makes me feel my job is important in serving our patrons and communities.			
Q. I enjoy coming to work and have a good relationship with my coworkers.	3.62	4.29	0.67
	4.47	4.46	-0.01
Q. I have a good relationship with my manager or supervisor [added in 2019: direct supervisor].	4.55	4.59	0.04
Q. When at work, I am completely focused on my job.	4.1	4.27	0.17
Q. At work, I have opportunities to do what I'm best at within my role every day.	4.2	4.21	0.01
Q. The people I work with ask for help when they need it.	4.25	4.25	0
Q. The people I work with offer to help each other when help is needed.	4.31	4.44	0.13
Q. Staff where I work are flexible and adapt quickly to difficult situations.	4.04	4.3	0.26
Q. When changes are introduced at work, we get what we need to be able to do new things or do our work differently.			
	3.24	3.35	0.11
Q. When a crisis happens at work, we are calm and able to handle the situation.	4.15	4.06	-0.09
Q. At work, staff feel accountable to each other and are committed to doing quality work.	4.08	4.14	0.06
Q. I am appreciated and acknowledged for the work I do.	4.06	4.06	0
Q. The managers and supervisors I work with provide constructive feedback so I can improve my work.	3.96	4.27	0.31
Q. I take advantage of training offered by APL that will help me develop my knowledge and skills.	3.77	3.67	-0.1

Q. In the last six months, someone at work has provided encouragement and assistance in my professional development.	3.87	3.71
Q. The communications I get from my supervisor provide me with the information I need to do my job well and be informed about the organization.(4/3/19)	3.75	4.41
Q. I have the tools and the comfort level to communicate with and offer feedback to my supervisor. (4/3/19)	3.9	4.41
Q. Overall, I am satisfied with the content and volume of the interoffice emails I get. (4/3/19)	2.85	3.87

-0.16

0.66

0.51

1.02

## LIBRARY DIRECTOR'S REPORT

### October 2019

**Budget:** At this point, it does look as if we have had an upgrade to positions, a position reinstated and the elimination of fines. There has been some discussion and an amendment put forward to reinstate the bus stop at Loussac. The budget will be approved at the Nov 19 Assembly meeting.

#### Central Library and Branches:

**Loussac:** Tile work is on hold until there is a new shipment, to replace incorrectly cut tiles and those broken in shipment.

#### **Muldoon:**

- With Muldoon's new YS Librarian, Ariana, on board our program offerings and outreach activity began to return to normal. Ariana averaged 3 programs a week and 5 outreach events for the month.
- The DHHS Flu Shot Clinic at MD was a great success—we increased attendance from 55 participants in 2018 to 88 in 2019! There was a steady stream of folks for the entire 4 hours.



#### **Eagle River:**

- Patron visits/door count: Oct 18: 7958; Oct 19: 10,309, increase of almost 30%. Volunteer hours also increased by 291%.
- A young man recently arrived from a military tour and wanted to legally change his name. We found him the correct instructions and forms, and then helped him to update his voter registration as well.

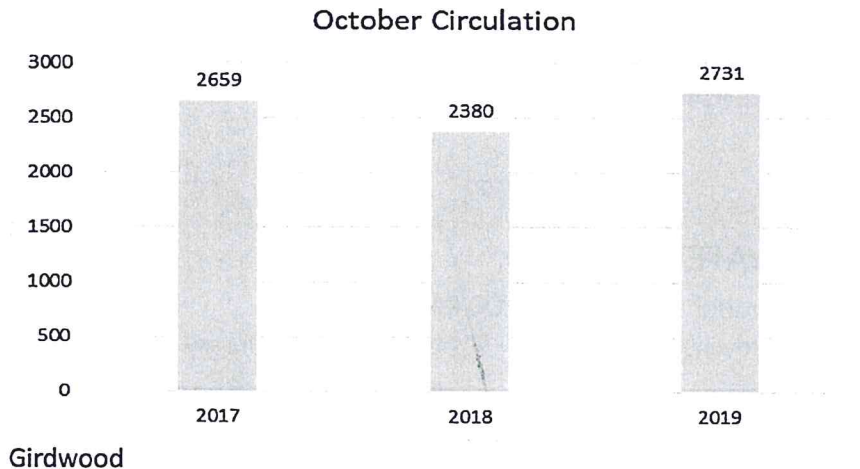
#### **Mountain View:**

- The DHHS Flu Shot Clinic at MV was very successful with over 100 vaccines given. There was a steady stream of folks for the entire 4 hours.
- 18 attendees at the Continuous Conversation: "How Does Culture Shape our Understanding of Gender?" event. This community conversation is a partnership with the Alaska Humanities Forum.
- MV Building Entrance numbers have dramatically increased, 10,205 in 2018 to 12,535.
- One of our regular library customers recently expressed her gratitude for the help she received with writing her resume and applying for jobs online. She informed us that she has been hired by Petco.

#### **Girdwood:**

- We received many thank yous from patrons for partnering with the Anchorage Health Department and having them come out to provide free flu shots. We had 50 people get vaccinated this year.





### Youth Services

- Once again, we partnered with Bird TLC for Owl-o-ween where we hosted and they provided activities and birds. It was hugely successful with over 350 attendees.
- Continued regular teen programming like Teen Writing Society (gearing up for NaNoWriMo and Teen Tech Time.)
- Started on TikTok with the Teen Underground
- Volunteer Fridays continue to be very popular and a good way to channel youth volunteerism.
- Cohosted "In Other News" an Alaska Youth radio program, live, in the Wilda Marston Theater
- We saw 3,100 people at programs, event in October. one of our biggest months ever. It beats J The months that beat it have large single events to drive up the numbers. This month had no single big event. That is 110 people every single day that we did a program (or two) in October.
- A mom and her daughter (homeschooled) came in wearing full length witch capes and handed Elizabeth a signed permission slip from Professor Gilderoy Lockhart allowing them access to the restricted section of the library. (If you are lost, this all happens in a *Harry Potter* book.) They were escorted into the locked staff room and we let them choose a STEM kit. They were thrilled with the STEM kits which they didn't know about AND they loved us playing along.
- Overheard at the reference desk, a cute exchange that made me smile: "Aww, they're closing down the library?" "Yeah, we have to let the characters in the books come out and play, so we gotta go home."

### Adult Services

- We partnered with the Anchorage Health Department to provide 172 flu shots at Loussac Library; this is 95 more than we gave away in 2018.
- Tundra Vision kicked off at Loussac this month! After moving from Mountain View, they had two events at Loussac with a total attendance of 99 people.
- 53 programs in October 2019, with 926 participants. In October 2018 we had 42 programs with 507 participants.
- "I really appreciate the Anchorage Library offering the Job Shop. I'd not ever written a resume before. I took early retirement two years ago after working 38 years for the same company. The young lady that helped me was incredibly helpful, we worked on my resume for 2-3 hours. Friends of mine, that have been out job looking, said for me to get 4 interviews in a week in the first week was really something. One of the corporations said "We already had someone for the job but we saw your resume and decided to call you in." I accepted a job this morning and I so appreciate the service the Library offers.

- **Book Club** – A man who came to our book club even though he had not read the book. He joined us after hearing the announcement and read the first chapter quickly. While he primarily listened, he contributed a couple of very good points and told me he was impressed with the sheer range of topics we discussed. He decided to come to the next discussion and get a library card.



#### Foundation/Friends

- **Library Foundation:** finalized legacy giving plan – will offer some workshops and more info in 2020. The name of program is the Next Chapter Society. Finalizing 2020 budgets and plans. Will re-open the Loussac donor wall to new donors for a campaign this winter.
- **Branches:** working with branches to help with needs for new furniture & signage.
- **Library Champion Cards:** if donors give \$100 or more to either Friends or Foundation, they'll get a Library Champion card in the mail in early 2020. See [www.LibraryChampion.com](http://www.LibraryChampion.com) for design and more info.
- **The Friends** approved a \$92K budget to fund library programs and services.

#### Community Relations

- Worked with contractor and Facilities Use Coordinator to support library room rental promotion, specifically the wedding market. We provided marketing materials for a wedding expo booth and facilitated a targeted e-mail campaign. We have booked 5 weddings for the Loussac Event Center for fall 2020 at **\$7,500 in revenue** to the City.
- Trained staff from all APL locations on Canva and Social Media, including use of new iPods with electronic photo releases. **Muldoon Library** has shown a 28 day **increase of 340% in page likes, 9,167% in page reach and 2,914% in post engagement** on Facebook.

#### IT and Patron Services

- Coordinating the ability to make peripherals checkout-able at the 3rd Flr desk.
- Set up and spaced out the 3rd Floor machines at Loussac with the installation of a new desk - patrons seem happy about the change.
- Met with Community Resource Coordinator to figure out how best to train, track and communicate stressful issues to the staff
  - Creating a form that is going to function as both a training document and a tracker.



- Early Stages, hoping to roll out in December in conjunction with the Active Shooter training.
- Coordinating a Fine Free Task Force, in preparation for eliminating fines Jan 1 (if approved)
  - Created a form and sent to all staff that interact with the public regularly - PS, AS, YS and branches as well as Collection Management.
  - Will start working through the possible problems so that we can train and be proactive instead of reactive.
  - Reached out to Fairbanks Library - they have been fine free for over 19 years.

#### Collection Management Services

- Completed shifting and restacking the 700s; he was able to leave the middle shelves of one side of the graphic novel range empty and they are now being used for display.
- CMS placed the monthly orders with vendors and ordered 3,250 new items; Technical services processed 3,438 new items.

#### Community Resource Coordinator

- 1 Client successfully went from shelter to treatment!
- Senior veteran living in a commercial building connected to housing resources through month-long advocacy with providers
- Long-time Loussac regular, highly vulnerable senior (10+ years in shelter & street, severe mental illness) 1) got into housing in Sept and 2) staying in housing and "doing extremely well"
- Two UAA MSW practicum student interns
  - **Thea (they/them):** Is helping immensely with Housing Lab both in person and behind the scenes. They're working on mapping the "homelessness to housing" resource roadmap and helping make Housing Lab more effective. On top of that, they're developing an art processing group for the spring semester! Thea has also done a great job building rapport with one of our most vulnerable patrons (who is very close to getting housed!)
  - **Adam (he/him):** Is working on developing a substance-abuse coping/resource group for the spring semester. See below for more info on his work with a client experiencing homelessness who just entered a treatment program!
  - **Volunteer Natalie (she/her):** Working on developing a food security needs assessment for patrons at Mountain View, Muldoon & Loussac. This will give me a better picture of how food insecurity (often an invisible need) affects our patrons
- **Community Resource Coordinator:** working to create peer navigator program in 2020 – it will be a work-training program for 1-2 peer navigators at around 15 hours/week, following SAMSHA guidelines.



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## Anchorage Public Library – 3<sup>rd</sup> qtr

*Anchorage: Performance. Value. Results*

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### New Strategic Plan 2019-2021

The Library Staff has devoted much of their energy during the first quarter to starting the work on our new Strategic Plan, with the first quarter devoted to developing a stronger infrastructure.

### New Mission

Connecting people to education, information and community

### Library Core Services:

- 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

### Community Priorities and Desired Outcomes

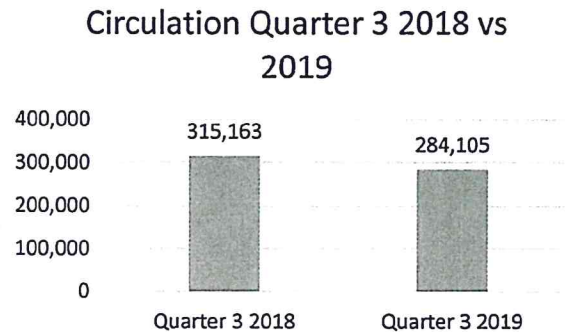
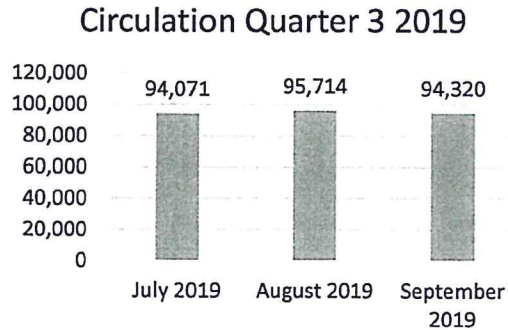
- **Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.
- **A Bridge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

### Major Use Indicators and Performance Measures - cumulative totals for year

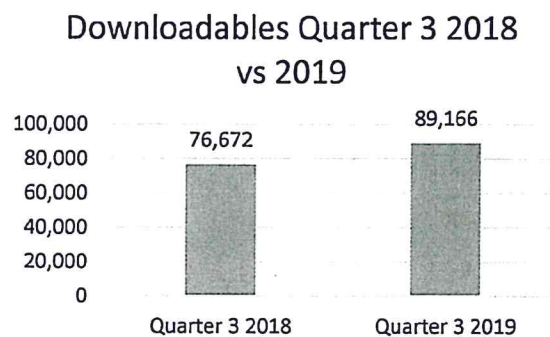
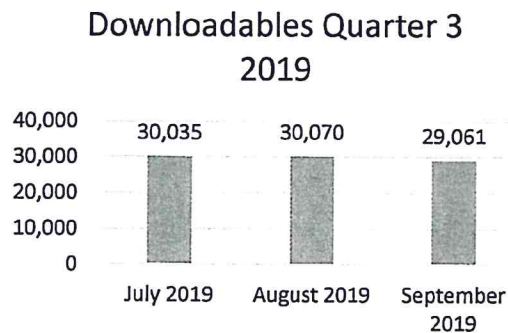
- Circulation of Materials, including downloadable items
  - Circulation of physical and virtual materials dropped by 4.5% between 2018 and 2019 in the last nine months. We attribute some of this drop due to the long closure of the Chugiak Eagle River Branch Library.
- Library Visits
  - Library visits decreased 9% for first 9 months of 2019 compared to 2018
- Program Attendance
  - Program attendance increased 6% for the first 9 months of 2019 compared to 2018, with the average number of attendees per program increasing by 10%
- Computer use, including WIFI use of Library technology
  - Computer usage trend of decreased use (12%) has been consistent with more people bringing in their own devices and Wi-Fi usage increased by 9%. Quarter between 2019 and 2018. Virtual Library visits through website increased by 4%
  - The library website increased usage by over 4% over 2018.
- Highlight of 3<sup>rd</sup> quarter is the outcome of Summer Discovery program

## GRAPHS ONLY REFLECT 3<sup>RD</sup> QUARTER

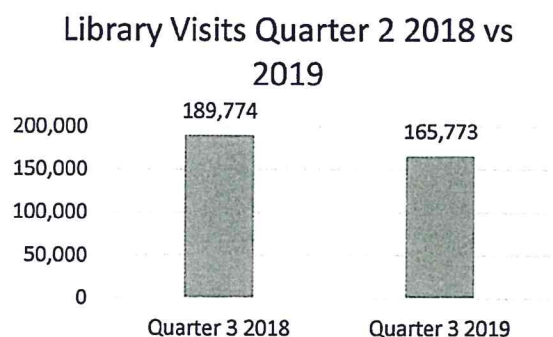
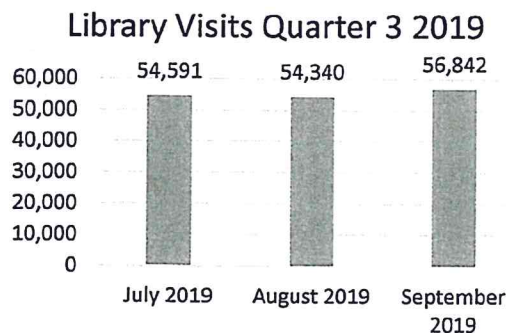
### Measure #1: Circulation of library materials –



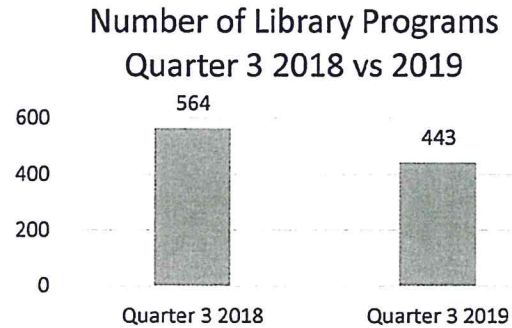
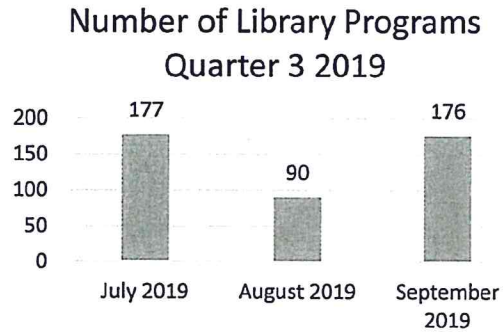
### Measure #2: Number of items downloaded (Alaska Digital Library, Freegal, Hoopla & RB Digital)



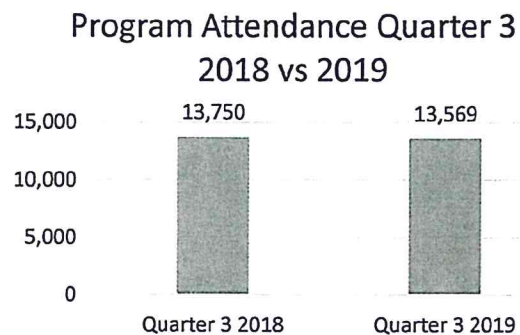
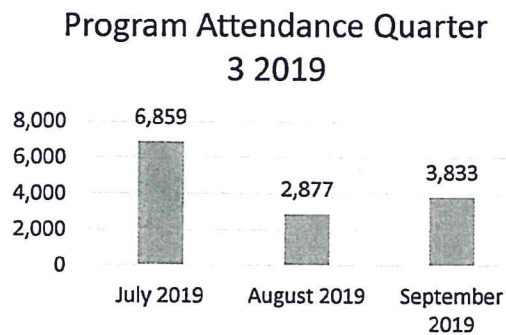
### Measure #3: Number of visits to the library.



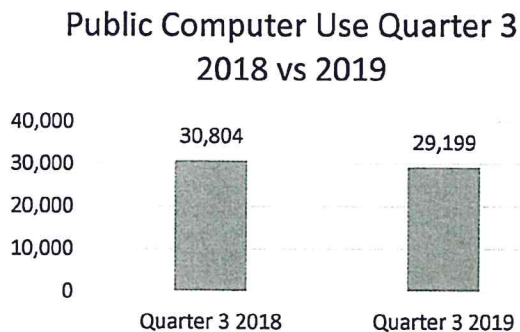
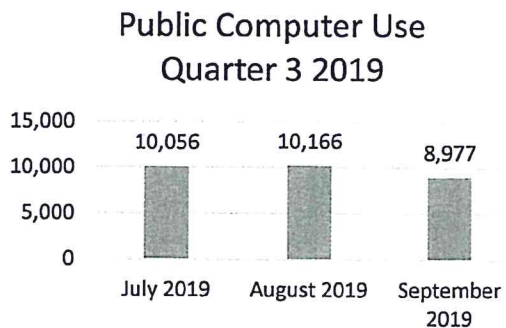
**Measure #4: Number of library programs.**



**Measure #5: Library program attendance.**



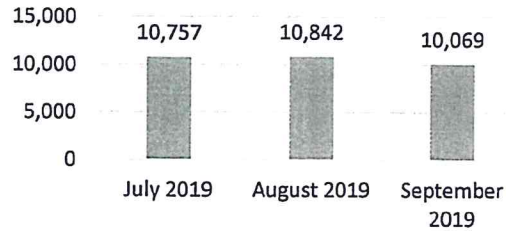
**Measure #6: Public computer use in library.**



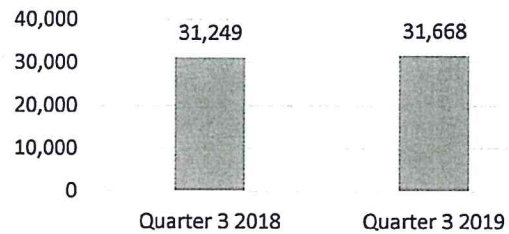


**Measure #7: Wi-Fi users in library.**

**Wi-Fi Users in Library  
Quarter 3 2019**

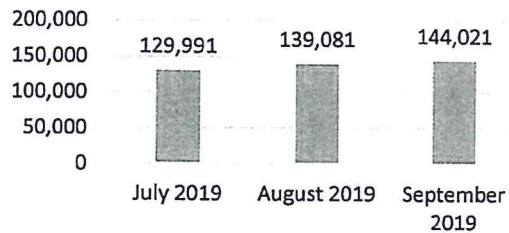


**Wi-Fi Users in Library Quarter  
3 2018 vs 2019**

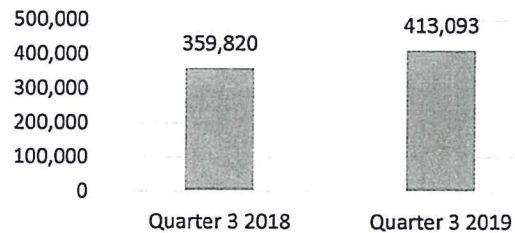


**Measure #8: Website sessions (anchoragelibrary.org)..**

**Website Sessions Quarter 3  
2019**



**Website Sessions Quarter 3  
2018 vs 2019**



## **Anchorage Public Library Department Accomplishments**

Timeline: 2015-Present

### **Internal Accomplishments:**

#### **Strengthen Operations**

- Placed RFID tags in all our materials to make it easier for self-service check out/in as well as theft protection. We have reduced our DVD theft by 90%
- Developed streamlined online services so that people could pay fines and apply for library cards
- Created a new website that better fits the contemporary needs of our customers
- Completed the Loussac Renovation (well, almost), including update of Marston Theater equipment, moved two departments: Patron and Technical Services
- Installed patron check in with automated handling as part of Loussac renovation; and soon to be installed in Chugiak-Eagle River Library
- Replaced aged phone notification system and added text messaging notification
- Reviewed internal processes to make workflows more efficient utilizing LEAN SIGMA SIX efficiency models
- Replaced network and server infrastructure that supports the public computers and upgraded WIFI so that all branch locations are connected on fiber optic cables, boosted bandwidth, redesigned network topology for efficiency=big savings. Brought down overall Internet expenses.

#### **Be a great place to work**

- As part of the Strategic Plan, created standards for internal and external communication
- Surveyed staff yearly in order to continually improve staff satisfaction
- Library staff are consistent city-wide winners as part of staff recognition

#### **Expand and engage the Library Community**

- Created Virtual Services Librarian to develop and promote website, web-based services, media production, content development and curation, and social media
- Improved room rental promotions: new brochures, sent letters to businesses, hired small contract to promote to bridal fairs, and promoted with radio advertising
- UAF Cooperative Extension moved into Loussac Library – bringing in revenue for Library and allowing for collaboration between the two groups.
- Added Passport services to Loussac, Mountain View, and Muldoon Libraries

## **External Accomplishments**

### **Education and Skills for Life**

- Launched a library card for all program that included asking parents during online ASD registration if they wanted their child to have public library cards. 92% of guardians agreed and now 40,000 children have library cards
- Storytimes expanded, focusing on non-English and children with autism
- Transitioned to a Summer Learning program from summer reading to encourage reading, science, writing, art, math, nature studies, and all types of learning over the summer.
- Launched 1000 Books Before Kindergarten program-- encouraging families to make reading a daily part of their lives
- Added STEM kits that allow elementary school students and their family to check out books and hands on science activities.
- Grew Reading Rendezvous from a 2000 person event in 2011 to a event that regularly draws over 3000 people and has a waiting list for vendor spots!

### **A Bridge to Information and Resources**

- Increased our broadband services to 200MB, which greatly improved all of our connectivity for the public
- Added wireless printing for the public
- Expanded branch hours by ten hours a week
- Developed partnerships with Workforce Readiness, YWCA and NineStar to aid the public with job searches
- Utilized yearlong Fellow to update our Business Services on website and classes; promoted to business community

### **Building Community**

- Launched Community Resource Coordinator (Social Worker) pilot project for 2018-20.
- Established our Harry Potter Day celebration that attracts almost 2000 people annually.

### ***Looking forward: what are your top 3-4 priorities for the 2020 budget year?***

- Create Express Libraries in Downtown and South Anchorage
- Conduct capital campaign for Alaska Room project
- Grow materials budget to \$2M
- Equity Diversity Inclusion initiatives
- Expand early literacy outreach to families most in need
- Complete the Loussac entrance renovation