

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
Jan 18, 2017
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
Lucy Flynn O'Quinn	Quincy Taylor, Teen Representative
Kirk Rose	

1. Person (s) to be Heard

2. Consent Agenda

- a. Jan 18, 2017 Agenda
- b. Dec 21, 2016 Minutes

3. Discussion/Action Items

- a. Review of draft presentation for Assembly – Annie Reeves
- b. Director's Report, Dec and January
- c. Strategic Plan Update for Library

4. Comments/Discussion

5. Potential Agenda Items for Next Meeting, Feb 15, 2017

6. Adjournment

**Municipality of Anchorage
Library Advisory Board
December 21, 2016
Minutes**

Location: Z.J. Loussac Library

Roll Call:

X	David Levy, Chair	X	Nancy Hemsath
X	Cristy A. Willer, Secretary	X	Tanya N. Taylor-Winchester
X	Lucy Flynn O'Quinn, Vice Chair	EX	Jonathan Bittner
EX	Barbara Jacobs	EX	Kirk Rose
X	Lupe Marroquin	EX	Lourdes Linato-Crawford
EX	Quincy Taylor, Teen Rep		

Staff Present: Mary Jo Torgeson

Call to order: David Levy, Chair, called the meeting to order at 5:57 p.m.

Persons to be heard: None.

Introduction of New Board Member: Postponed until January.

Mission Moment: Sara introduced Rebecca Barker, an intern in partnership with DHSS/UAA. Rebecca described her duties and schedule.

Consent Agenda:

- The agenda was approved as amended (to change Lucy's title and move the Brand Book discussion from Mission Moment to Discussion/Action Items). Lupe moved, Lucy seconded; motion passed.
- Minutes of 11.16.16: Lucy moved to approve, Lupe seconded; motion passed.

Discussion/Action Items:

- Brand Book. Annie Reeves, Community Relations Coordinator, described the function of the branding, and the Brand Book's key message(s): it's not "the" library, it's "our" library;, librarians are "information scientists"; we are APL, emphasis on the "P," our spaces are public spaces.
- Election of officers. David Levy, chair; Lucy Flynn O'Quinn, Vice Chair; Cristy Willer, Secretary – by unanimous consent.
- Review LAB Strategic Plan & Feb 3 Assembly Presentation. Postponed until January.
- Policy review for lost materials. New wording was proposed to allow patrons to keep lost materials once they pay for them. Nancy moved to approve, Lucy seconded, motion passed.
- Director's Report. The report was attached.

Adjournment

Nancy moved and Lupe seconded a motion to adjourn. The meeting was adjourned at 6:30 p.m.

LIBRARY DIRECTOR'S REPORT

December, 2016

Loussac Renovation Project: Windows going in, no firm date for opening entryway/1st floor; signage and furniture order completed; stairs are in

Staffing: We are developing several teams to test out Lean Sigma Six projects in the next year. Our goal is to examine the workflows of the new Patron Services work area and the new Technical Services area be as efficient as possible. We are talking with several Sigma Six experts to help work with staff.

Branches:

Muldoon:

- We have had two issues with teen patrons breaking the door and window at the entrance of the library.
- Branch is finally fully staffed after a long term staffer retired.

Eagle River:

- Connections with local writing groups resulted in a tripling of attendance for this month's NaNoWriMo (National Novel Writing Month) events.
- CE Library is partnering with Joy Lutheran Church to present *Duty Bound*, a special initiative to bridge the military-civilian divide through the use of film, art and literature. The effort is funded by a grant from the Alaska Humanities Forum. The library is hosting an ongoing book discussion on the first Tuesday of each month through March 2017. Copies of the anthology *Standing Down* are available at the library for participants.
- We've introduced a new Chess Club program twice monthly for ages 8-18. Volunteers are providing chess sets and instruction. This was initiated through a homeschooling group in Eagle River.

Mountain View:

- Increased incidents related to adults and inappropriate behavior.
- The International Game Day program held on November 19th 2016 was a great success. We had tables with all types of traditional board, card, and dices games. We had a large turnout for IGD 2016, most were teens and school age patrons with a few adult patrons. MV was excited to connect with so many other libraries and institutions to promote game culture across the nation and the world.
- Teen Games: A large turnout for Teen Games this month. Having this afterschool time set aside for teens to play games and have a comfortable space just for them is a lasting way to show them the library has programs and services for them.

Girdwood:

- Claire gave a short report on the library, including current and future programs for the monthly Girdwood Board of Supervisors meeting.
- Fifteen programs, three adult, the remaining youth. There are significantly more programs at Girdwood now.

Community Relations/Foundation/Friends

- Sent out fundraising letters for renovation and year end letter.
- Worked on a digital campaign to raise awareness, with ads running on Facebook, ADN and KTUU
- Created a master System wide calendar

- Rolled out a Brand book to staff
- Met with ASD School Superintendent to discuss potential projects, including a courier systems to high schools, joint use facilities, sharing dat

Youth Services

- Grant funded Ready to Read Librarian position for State Wide early literacy services has been filled
- The summer learning team met and renamed summer reading to be "Summer Discovery" and started identifying partners for greater reach within the community. Joining this library team were June (United Way), Thomas (Afterschool Alliance), and Ann (Anchorage School District).
- Elizabeth continued our series of Library Skills for Homeschoolers
- Outreach consisted of: Aviation Museum at a Imagination Library; promotion of library cards in schools; Moose's Lodge Youth Congress; Susitna Elementary and Government Hill; talk to parents about early literacy at Threads

Adult Services

- Rayette Sterling resigned as Adult Services Manager, Stacia McGourty is Acting Manager. The position has been posted.
- November programs focused on using library resources and health care signups.
- We had many partners provide programs, including FEMA, AK Legal Service, BP Energy, Denalit Credit Union
- KTVA interviewed Nate Howes about a Providence Hospital outreach that he does at the Neonatal unit.

LIBRARY DIRECTOR'S REPORT

January, 2017

Loussac Renovation Project: We are 80% finished. No firm date yet when we will be ready to open the front entryway for phase 1. We anticipate the project being finished summer of 2017.

Library Technology:

- We received our 58 Chrome books and three new Ipad dispensers after LONG delays for both. These extra computers will be supported by our now robust WIFI that we now have in all locations. This achieves a three year goal of doubling the number of devices we have for the public. We will be bringing you a policy at the next meeting that will cover the use of the machines.

Budget: We were not sure how much furniture would cost as part of renovation and held back on spending. All MOA departments were asked to hold back .5% as a savings for the city. Even with lost revenue of \$70K (café and meeting room rentals), we had open staff positions opens and did not spend out our non-labor costs. We will be returning approximately \$90K plus \$41K for the .5% request.

Staffing: We are actively recruiting for two manager position and have just started interviewing for Adult Services. Our candidate pool for Technology Coordinator is currently not very strong and we might need to review the job description again. It is crucial to our success to fill these positions as quickly as possible. That said, we need to get the right people into the positions.

Branches:

Muldoon:

- Twenty volunteers helped staff with a variety of tasks and contributed 90 hours. We do not have the same level of staff at Muldoon or Mt. View, so volunteers are essential.
- Winter Break Crafternoon: 88 library customers have dropped in since December 23rd to get their craft on with us. They've crafted pinecone ornaments, greeting cards, stick puppets, mini craft stick sabers, cabins, and lots of other glittery, gloopy, and gorgeous things. We'll craft on through January 7th.

Eagle River:

- We held a big party to celebrate the reinstallation of the Dragon Flight banner over the children's section. In addition to the presentation, there was a special dragon-themed story time and refreshments. Patrons who had participated in the community art events which resulted in the new back panels for the banner enjoyed seeing the new panels and finding their squares.

Mountain View:

- Branch Manager gave a presentation on library service at the Catholic Social Services Refugee Center. We are now partnering with CSS to get their new clients library cards as soon as possible and to highlight the library services and online tools that are particularly useful for new residents wishing to learn English, find a job, go to school etc. Programs like this support the Mayor's Welcoming Anchorage initiative.
- We started a partnership with the Listening Post a few months ago and after assessing the numbers and response this month, we have found the program to be a strong success. From Marcia Wakeland, Director of Listening Post "Again, we are so pleased by the relationships building here in the past three months and that we can serve the community by listening. As you requested, I have compiled the stats from December. We increased from 6 to 16 visits a day over the month with a total of 45 visits. We listened with a wide variety of the patrons, and as I reported earlier, we are finding that the junior and senior high students are using our services much more than we expected, usually in groups of 2-5.

Several of the patrons were in acute distress, often in grief processes.” This program is a great resource for the Mountain View community and is an excellent way for the library to continue to gain trust in the neighborhood and be seen as a safe, welcoming place by our patrons

Girdwood:

Provided extra youth programming during the winter break, 13 programs and 83 attendeed

Community Relations/Foundation/Friends

- We are now sending our newsletter to all of our cardholders, including recent signups.
- Transformed long range plan into a public consumable draft for review

Youth Services

- Samantha Blanquart started as the Early Literacy Outreach Librarian in charge of the Ready to Read Center. She has been meeting with community partners, such as Best Beginnings and reaching out to childcare centers in southcentral Alaska. APL initiated this statewide service in 2006 to get children ready to read. The Center was born through a generous grant from the Alaska State Library.
- We launched our Science Action Club, to be continued in January and have plans to continue this program by attending the next training for this statewide program. Training is offered through Alaska Afterschool Alliance.
- Teen program highlights include Teen Game Week during Winter Break and several teen clubs such as Rubik’s Cube Club that are popular.
- Library Director and Youth Services Coordinator met with the ASD School superintendent to discuss: joint use facility, ASD/APL Library card initiative, courier partnership with schools, ways to share data. We will continue exploring options this year, particularly with the courier.

Adult Services

- Providence Hospital NICU – 10 people; 3 library cards, 1 child for story time. We had a news story about this service
- Senior Activity Center Holiday Bazaar on Saturday, December 3 – We were a stop on their “Vendor Passport” so we were able to make contact with over 100 people.
- Nerd Nite – Mary Jo staffed the library table at Nerd Nite.
- Winter Solstice Festival with Parks and Rec – We were able to staff a library table at the Winter Solstice Festival. They served hot chocolate and streamed music from Freegal.
- In conjunction with the Mayor’s Office, we were awarded a grant from the Anchorage Community Foundation for Job Shop, which is part of a larger initiative “Path to Purpose”. We will basically be replicating a Mt. View Library workforce readiness project, staffed by Vista volunteers.



Strategic Plan 2014 – 2017

Reviewed June, 2016

1) Create an internal culture of support for Library values, goals and key messages

- Position descriptions, hiring processes, orientation, training, and communications reflect our values and goals
- All staff receives training on Library values and goals
- 75% of staff provides feedback based on internal culture/goals survey on themed survey

2) Be a welcoming, community-centered Library

- 85% customer satisfaction based on annual survey
- Increase hours of service at branches

3) Advocate for increased Library funding

- Maintain or increase operating budget through multiple efforts (MOA, Grants, Foundation)
- Library bonds pass in elections

4) Maximize assets (staff, space, partners, volunteers, technology and materials) to optimize the experience for visitors

- Establish volunteer corps to support increased adult and teen programs
- Pursue and develop partnerships that reflect the values of our diverse community
- Establish core competencies training program for all staff and volunteers

5) Improve access to Library services for maximum ease of use

- Examine workflows
- Facilitate roaming reference as guides to support the use of the library
- Review improvements of website

6) Every city resident champions the Library

- Develop concise, branded messaging for external communication that expresses the value of library activities
- 5% increase in number of visits
- Develop programs responsive to community needs
- Increase number of partnered programs and Library presence in the community

7) Library is a community leader in developing and supporting successful youth

- 5% Increase youth participation in all youth programs
- 5% Increase numbers of students utilizing online and one on one homework help
- 5% Increase in early literacy activities (outreach, grants, materials, programs)

ANCHORAGE PUBLIC LIBRARY 2016 PROGRESS REPORT

Review Strategic Plan, Purpose and Values:

- Due to the staffing impact of the remodel, we extended our current strategic plan one more year. Staff developed a task list and timeline as part of that process.
- The Library Advisory Board and the Anchorage Library Foundation both created Strategic Plans to guide their work.

Make the library easier to use:

- Implemented online card registration, so that the public can apply for a card anywhere and use our online resource for a month before coming in and getting a permanent card.
- We received permission to develop a new Library website.
- Fully implemented RFID and self checkout units.
- Allowed mobile printing to be available through personal devices.

Improve Technology and Equipment:

- Increased wifi capacity and broadband in all locations. This not only improved capacity and network architecture in all locations, it also allowed easier accessibility to our users, all at a greatly reduced cost to the city.
- Updated the Library Technology Plan.

Programs and Services:

- Implemented a partnership with ACS's TekMate to take over management of the Innovation Lab.
- Expanded branch hours in three locations, bringing an additional 520 open hours per year, or 10 hours/week.
- Developed a Workforce Readiness Pilot Project at Mt. View Library.
- Increased Online usage of Lynda.com, hoopla and other virtual resources, offering remote access to community members to increase job skills, and support lifelong learning.
- Offered resources through our UAA Social Work Intern at Loussac, and partnerships with the Food Bank, Listening Post and the Department of Health and Human Services Aging and Disability Resource Center. These efforts are in alignment with the Mayor's goals to eradicate homelessness, improve the health of the community and strengthen Anchorage neighborhoods.
- Developed new ways to reach out to our community, such as sponsoring Nerd Night and developing a mobile bike, Library A Go Go.

Partner with ASD and other community partners:

- Conducted Library Card drive within MOA and other agencies (Health/Human Services, IT, Employee Relations, AWWU).
- 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 responded yes, resulting in 75% of the student body of ASD having APL cards, over 30,000 new cards added!

Develop short term and long term funding Plans

- Worked with Foundation on Capital fundraising plan for Loussac building project. Raised approximately \$360K in cash and workspace donations.

Long Range Plan:

- Developed a Long Range Plan, in conjunction with Library Advisory Board, Foundation and the City of Anchorage.

Collection

- Created a new collection of easy non-fiction.
- Reconfigured adult print and media collection at Loussac.
- Promoted the Library's three newest databases: hoopla digital, Lynda.com, and Mango Languages.
- Updated our adult and youth world language collections.
- Expanded our adult and youth graphic novel collections.

Funding

- Saved the library funds by applying for Category 2 under the Erate
- Improved broadband services to all location by opening up for bid creation of new network.

WHAT TO LOOK FOR IN 2017 (Draft)

Strategic Plan 2018-2020:

- We will work with a consultant to develop a new community driven Strategic Plan. Library Advisory Board will be instrumental in determining community members to involve in the process.

Make the library easier to use:

- Create a new website that better fits the needs of the library.
- Implement online payment of fines.
- Implement meeting room payments online (carried over from 2015).
- Upgrade of Marston Theater equipment. While this has been partially completed, we are delaying full implementation so that the equipment will be fully warranted.

Create Efficiencies and Improve Technology/Equipment

- Implement additional devices for the public to use (Chromebooks and Pad Dispensers).
- Implement automated handling and increased use of self checkout machines
- Learn more about Lean Sigma Six by examining workflow in new work areas in Loussac in order to create timesaving workflows

Programs and Services

- Creation of service points on all floors to make it easier for the public to obtain information and services from any floor.
- Develop a survey to determine how satisfied the public is with our services.
- Explore alternative methods of material delivery in both public and private spaces.
- Transition Summer Reading Programs to Summer Discovery for all ages, incorporating greater learning opportunities for youth.
- Make the media music collection easier to use by changing the cataloging to more popular named categories
- Develop a workforce readiness program at Loussac, The Job Shop
- Move the Innovation Lab to the 3rd floor and create a new space for workforce readiness and computer lab

Staff and Advocates

- Hiring of an IT and Adult Services Managers and a new Assistant Director.
- Training of all public service staff so that there is a level of competency and added flexibility to work various desks.
- Review public services position descriptions to align them with a greater flexibility to work multiple desks
- Train all advocates to attend community events, such as community council meetings, to advertise the library and take community input. This will help to prepare for future bonding and other fund raising options

Develop a Marketing Plan: As Foundation plans for a Capital Fundraising project, we need to increase and improve our visibility.

Loussac Renewal Project:

- Reopen Loussac in the Summer of 2017
- Conduct a Charette to determine future renovation phases of the building

Creating Efficiencies/Funding

- Increase the rental of rooms and grounds
- Increase the number of grant dollars received from the library
- Develop a model for continuous improvement by

Municipality of Anchorage
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Z.J. Loussac Library
Alden Todd Board Room
February 15, 2017
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
Lucy Flynn O'Quinn	Lo Crawford
Kirk Rose	Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment:

- a. Review of Chromebooks and iPads to use in dispensers - Torgeson

3. Consent Agenda

- a. February 15, 2017 Agenda
- b. January 18, 2017 Minutes

4. Discussion/Action Items

- a. Library Bill of Rights Policy – American Library Association
- b. Code of Ethics Policy – American Library Association
- c. Freedom to Read Statement Adoption
- d. Computer Use and the Internet Policy Review
- e. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, March 15, 2017

7. Adjournment

**Municipality of Anchorage
Library Advisory Board
January 18, 2017
Minutes**

Location: Z.J. Loussac Library

Roll Call:

X	David Levy, Chair	X	Nancy Hemsath
X	Cristy A. Willer, Secretary	X	Lourdes Linato-Crawford
X	Lucy Flynn O'Quinn, Vice Chair	X	Jonathan Bittner
X	Barbara Jacobs	X	Kirk Rose
EX	Lupe Marroquin		
X	Quincy Taylor, Teen Rep		

Staff Present: Sherry Douglas (Ass't Director of Public Services), Annie Reeves (Community Relations Coordinator)

Call to order: David Levy, Chair, called the meeting to order at 5:40 p.m.

Persons to be heard: None.

Consent Agenda:

- Agenda approved: Lucy moved, Nancy seconded; motion passed.
- Minutes of 12.21.16: Lucy moved to approve, Cristy seconded; motion passed.

Discussion/Action Items:

- Presentation to the Assembly (work session), 2.3.17. Annie Reeves presented the powerpoint to the board as a dry run. The board suggested some changes in organization and content, and advised that the Assembly would probably ask for clarification on why there are three groups representing the library. David and Lucy will present and other board members are encouraged to attend. There will be a 15-20 minute presentation, then a 10-15 minute tour.
- Director's Report. The director's report was delivered by Sherry, in Mary Jo's absence. The report was attached.

Adjournment

Barb moved and Lucy seconded a motion to adjourn. The meeting was adjourned at 6:50 p.m.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939.

Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; and January 23, 1980;
inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process.

Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Internet Filtering

An Interpretation of the *Library Bill of Rights*

In the span of a single generation, the Internet has revolutionized the basic functions and operations of libraries and schools and expanded exponentially both the opportunities and challenges these institutions face in serving their users. During this time many schools and libraries in the United States have installed content filters on their Internet access. They have done so for a variety of reasons, not least of which is the requirement to comply with the Children's Internet Protection Act (CIPA) in order to be eligible to receive federal funding or discounts through the Library Services and Technology Act, Title III of the Elementary and Secondary Education Act, and the Universal Service discount program (E-rate), or to comply with state filtering requirements that may also be tied to state funding. Their rationale for filtering is that it is better to have filtered access than no access.

CIPA specifically requires public libraries and schools seeking e-rate discounts for internet connections to install technology protection measures, i.e., content filters, to block two categories of visual images that are unprotected by the First Amendment: obscene images and images of child pornography. These are categories of images the Supreme Court has consistently ruled outside the constitutional protection of the First Amendment. CIPA also requires those libraries and schools to block a third category of images for minors under the age of 17 that courts deem "harmful for minors" that are constitutionally protected for adults but not for minors. CIPA does not require libraries and schools to block any other constitutionally protected categories of images, or any constitutionally protected categories of speech.

Research demonstrates that filters consistently both over- and underblock the content they claim to filter. Filters often block adults and minors from access to a wide range of constitutionally protected speech. Content filters are unreliable because computer code and algorithms are still unable to adequately interpret, assess, and categorize the complexities of human communication whether expressed in text or image. In the case of websites containing sexually explicit images, the success rate of filters is frequently no greater than chance. In addition, the use of content filters cedes vital library and school resource and service decisions to external parties (private companies and contractors) who then exercise unknown and unaccountable influence over basic functions of the library or school and users' access to library or school resources and services.¹ In addition to this research, the experience of librarians and educators working within the constraints of CIPA suggests that filters are unreliable and routinely circumvented by technologically adept users.

Most content filters are designed and marketed for a much larger market than libraries and schools, and offer options for filtering wide categories of protected speech such as objectionable language, violence, and unpopular or controversial opinion, as well as entire categories of Internet-based services such as e-mail and social media. In addition many content filters operate on an "opt out" model where the filter defaults "on" unless the user is given the option to shut it off. Categories frequently are set to default to the most stringent settings and may only be adjusted by administrative intervention.

Unblocking for adults on request was a key factor in the Supreme Court decision to uphold CIPA in public libraries.² This has proved to be equivocal in actual practice in some libraries, because of the unwillingness or inability of libraries to unblock when requested, especially when system administrators may be outside of library administrative control. While some filtering systems allow librarians at the local or end user level to modify the filter settings, others restrict that authorization to the highest administrative levels, creating lengthy delays in the processing of user requests to unblock erroneously filtered content.

This same situation also occurs in schools. Such delays represent de facto blocking for both library users and K-12 students, because most users rarely have the flexibility or time to wait hours or even days for resources to become available. This dilemma is exacerbated by the secrecy surrounding category definitions and settings maintained by the filtering industry, frequently under the guise of trade secrets. There are also issues of user privacy when users must identify themselves and their interests when asking for specific websites to be unblocked. Certainly, both adults and students researching highly personal or controversial topics will be reluctant to subject themselves to administrative review in order to have access to information that should be freely available to them.

In schools, the CIPA requirements have frequently been misinterpreted with the result of overly restrictive filtering that blocks many constitutionally protected images and texts. Educators are unable to use the wealth of Internet resources for

instruction, and minor students are blocked from content relevant to their school assignments and personal interests. Interactive websites and social media sites are frequently restricted, and are thus unavailable to educators for developing assignments that teach students to live and work in the global digital environment. In many cases students are prevented from creating and sharing their documents, videos, graphics, music and other original content with classmates or the wider world; thus valuable learning opportunities are lost. These situations occur in schools when librarians, educators and educational considerations are excluded from the development and implementation of appropriate, least-restrictive filtering policies and procedures. Minor students, and the librarians and educators who are responsible for their learning experience, should not be blocked from accessing websites or web-based services that provide constitutionally protected content that meets educational needs or personal interests even though some may find that content objectionable or offensive. Minors and the adult educators who instruct them should be able to request the unblocking of websites that do not fall under the categories of images required to be filtered under the Children's Internet Protection Act.

CIPA-mandated content filtering has had three significant impacts in our schools and libraries. First, it has widened the divide between those who can afford to pay for personal access and those who must depend on publicly funded (and filtered) access. Second, when content filtering is deployed to limit access to what some may consider objectionable or offensive, often minority viewpoints religions, or controversial topics are included in the categories of what is considered objectionable or offensive. Filters thus become the tool of bias and discrimination and marginalize users by denying or abridging their access to these materials. Finally, when over-blocking occurs in public libraries and schools, library users, educators, and students who lack other means of access to the Internet are limited to the content allowed by unpredictable and unreliable filters.

The negative effects of content filters on Internet access in public libraries and schools are demonstrable and documented. Consequently, consistent with previous resolutions, the American Library Association cannot recommend filtering.³ However the ALA recognizes that local libraries and schools are governed by local decision makers and local considerations and often must rely on federal or state funding for computers and internet access. Because adults and, to a lesser degree minors, have First Amendment rights, libraries and schools that choose to use content filters should implement policies and procedures that mitigate the negative effects of filtering to the greatest extent possible. The process should encourage and allow users to ask for filtered websites and content to be unblocked, with minimal delay and due respect for user privacy.

¹ Kristen R. Batch. "Fencing Out Knowledge: Impacts of the Children's Internet Protection Act 10 Years Later" (ALA OITP & OIF Policy Brief No. 5, June 2014).

² United States v. American Library Association, Inc., 539 U.S 194 (2003).

³ "Resolution on the Use of Filtering Software in Libraries" (1997) and "Resolution on Opposition to Federally Mandated Internet Filtering" (2001)

Adopted June 30, 2015, by the ALA Council.

ANCHORAGE PUBLIC LIBRARY COMPUTER USE AND INTERNET POLICY (DRAFT)

Computer Use and the Internet

The Anchorage Public Library (APL) provides public access to the Internet in support of its mission and ensures equal access for all. While the Library strives to offer sites which provide current and accurate information, the changing nature of this medium means the Library cannot guarantee the accuracy of information gained through the World Wide Web. Users are responsible for determining that the information they access is acceptable, reliable and suitable to their needs.

APL upholds and affirms the right of each individual to have access to constitutionally protected materials. Library customers are expected to use any of the library computers, including pads and chrome books, in a responsible and courteous manner. Computers are located in public areas and shared by people of all ages and backgrounds. Internet users must be considerate and respectful of other library patrons and especially mindful of children in the library.

Internet access is subject to Federal, State and Municipal laws and Municipal and Library policies and procedures. Computers are in public areas and APL does not guarantee privacy for the use of Internet-accessible computers.

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). Illegal activities and activities that interfere with or disrupt users, services or equipment are prohibited. APL staff is required to take action to enforce applicable Federal, State and Municipal prohibitions and Municipal and Library policies. Failure to comply with all laws, policies and procedures may result in loss of computer privileges or the loss of library privileges or prosecution in some cases.

Library computer users must use their own library account when accessing the Internet.

Confidentiality and Privacy

The Library's practice is to erase all customer use records, except those essential for library business operations. The Library will release records, including those relating to Internet usage, only as required by law.

When a computer session has ended, all information about that session is ordinarily deleted. The Library does not retrieve any information, including websites visited, passwords, credit card numbers, or any other information a customer has entered.

The Anchorage Public Library and Municipality of Anchorage's Role

Staff is available to provide assistance identifying sites and to aid with issues specific to the Library's procedures, e.g., how to print or reserve a computer. Staff will provide general assistance as time allows on basic computer usage.

The Municipality of Anchorage, APL and their Internet service providers do not control and are not responsible for Internet content.

APL does not endorse and does not warrant the accuracy, correctness or suitability of any data acquired via the Internet. Users are responsible for complying with copyright law, licensing agreements and the policies of the individual websites accessed.

APL has installed filtering software in compliance with the Children's Internet Protection Act. Filtering software aims to block access to objectionable sites. It cannot block all objectionable sites and it sometimes blocks useful sites. Unfiltered access for adults age 18 and older is optional. No filtering is totally accurate and may falsely block materials that appropriate in a library setting or filtering may fail to block access to illegal or objectionable material. Ask staff for assistance to unblock a specific site.

Children and the Internet

APL upholds and affirms the right and responsibility of parents and legal guardians to determine and monitor their children's use of Library materials and resources including the Internet. Library staff is available to help identify and locate resources to assist parents and legal guardians in overseeing their children's use of the Internet.

[<http://www.safekids.com/child-safety-on-the-information-highway/>]

Parents are encouraged to read and follow these tips for "internet-wise" parents:

- Take time to learn about the Internet.
- Explore cyberspace with your children.
- Provide clear guidelines and let your children know if there are subjects that are off limits
- Teach your children safety rules for dealing with strangers online and appropriate ways to deal with online businesses

WIRELESS ACCESS NETWORK POLICY

APL offers wireless Internet access in all its libraries. Connection to the Library's wireless network with a personal wireless device signifies that the user agrees to abide by the Library's applicable policies and procedures. The Library's wireless network is filtered and not secure. There can be untrusted parties between you and anybody with whom you communicate, and any information being transmitted could potentially be intercepted by another wireless user. Cautious and informed wireless users should choose not to transmit personal information (credit card numbers, passwords and any other sensitive information) while using any wireless "hotspot." Please take appropriate precautions when using this service.

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.

All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices. The Library will not be responsible for any information (i.e. credit card) that is compromised, or for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking.

All users are expected to use the library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided.

Use of the Library's wireless network is entirely at the risk of the user. The Library disclaims all liability for loss of confidential information or damages resulting from that loss.

Recommended for approval: Library Advisory Board. January 22, 2009

Approved by: Karen Keller, Library Director. January 22, 2009

Recommended for approval: Library Advisory Board, February 15, 2017

Approved by: Mary Jo Torgeson, Library Director, February 15, 2017

LIBRARY DIRECTOR'S REPORT

February, 2017

Assembly Presentation by LAB members Flynn and Levy: There were 5 Assembly members present. LAB members did an excellent job of presenting to the Assembly, then there was a short tour.

Patron records subpoenaed: We protect the privacy of our patron's records. A month ago we were served with a court order requiring the reading records of one of our patrons accused of murder in Florida. We complied with that request.

Loussac Renovation Project: We conducted a tour with the Assembly. Much of the wallboard is up and we are starting to really see what the new portions of the library will look like. At the very earliest, it will be May before the new portion of the library opens and the project fully finished in the summer.

Staffing:

- We have hired both open Manager positions: Stacia McGourty is the new Adult Services Coordinator. Stacia has been a supervisor with the library for 3 years and has led the library in thoughtful community based programs. Jacob Cole has been hired as the Technology Coordinator and is coming from Tampa FL. He has experience in both technology and public services, and will be starting March 13.
- We were deeply saddened when the Technology Services Coordinator suddenly passed this week. When she did not report to work, staff asked for an APD wellness check and she was found. Needless to say, we are all shaken by this terrible event. We are now starting the recruitment process to fill this position.
- Assistant Director Sherri Douglas has announced her retirement April 28. We will begin recruiting once the position description has been approved by Employee Relations.

Branches:

Muldoon:

- Muldoon Storytimes and events continue to have strong attendance carrying over from the fall and Holiday season. YS Librarian Kristin Nevin sees new library customers at nearly every storytime, and encourages new faces to check out all APL branches for their program offerings.

Eagle River:

- CE Library partnership with Joy Lutheran Church to present Duty Bound, a special initiative to bridge the military-civilian divide through the use of film, art and literature is going strong. January's discussion included veterans from the 1960-70s, 1980s, and 2000s as well as civilians.

Mountain View:

- Programs ranged from Lego, Rubik's and puzzles to Tundra Vision program featuring Terrence Cole talking about the diaries of Judge Wickersham.
- Partnerships include AK Aviation Museum and National Parks Service, which has yielded additional well attended programs (Science fair, introduction of bison and role of totem poles in native cultures).

Girdwood:

- The library offered additional programs, including teen gaming, books group, and grown up game night.

Community Relations/Foundation/Friends

- Clare Ross pulled together a varied group to discuss what was needed in a downtown library
- Annie Reeve completed the long range plan and a new executive summary.
- Beyond the Stacks, the Friends fundraiser, is coming Saturday, April 1

Youth Services

- Becky Butler, an MLS student from Simmons, began an internship with YS. She will work on compiling pathfinders to ease with Alaska research for kids. This will culminate in some public programs about Alaska research aimed at homeschoolers and the public.
- Kelsey Skrobis and Linda Klein started a new program – Sensory Enhanced Storytimes. This will happen once a month on a Saturday. It is a special storytime for children with sensory processing disorders (including but not limited to Autism Spectrum Disorder and Fetal Alcohol Syndrome Disorder). Staff partnered with AARC (Alaska Autism Resource Center) and Stone Soup Group to work with best practices for this storytime, do an evaluation of our space, and advertise the program to their clientele. They also borrowed materials from the SESA library. 12 people attended the initial storytime (which wasn't advertised widely but only to select and
- Working with the Alaska Arts Forum, we hosted the regional competition for Poetry Out Loud. When we had bad weather, we were able to scramble and do a very quick reschedule
- Linda Klein and Kristin Nevin (MD) worked together on a grant for STEM Innovation from the Alaska Development Corporation funded by BP. They were awarded \$1700 to purchase GPS units and develop geocaching activities this spring and summer.

Ready to Read

- Anchorage Association for the Education of Young Children presentation on January 27th on "Early Literacy Begins at Birth: Building Pre-Reading Skills in the Young Child" for approximately 30 attendees
- Connected with Anchorage Imagination Library and joined their Family Engagement Team, which plans quarterly, family-friendly early literacy events

Adult Services

- January saw the beginning of Introduction to ASL, a program we present in partnership with Hope Community Resources. Hope Community Resources has a grant that pays for the instructor and the textbook. The majority of the participants are Hope clients and staff, but there are five available spots for community members. The reaction has been overwhelmingly positive – with requests to make the class available at alternate dates/times (currently it is only available at 10am on Thursdays.)
- Senior Activity Center – Stacia presented "Fact or Crap: Finding Your Way Online" on January 25.

SUMMARY OF LIBRARY USAGE 2010-2016

KEY INDICATORS	2010	2011	2012	2013	2014	2015	2016
Visits/capita	2.69	2.63	2.69	3.13	3.03	2.88	2.81
Program attend/capita	0.17	0.17	0.22	0.24	0.20	0.20	0.15
Circulation/capita	6.15	5.82	5.84	5.88	6.09	6.06	5.26
Computer logins/capita	0.53	0.49	0.47	0.47	0.53	0.64	0.60
OTHER	2010	2011	2012	2013	2014	2015	2016
Circulation	1,642,303	1,579,366	1,533,324	1,520,188	1,504,025	1,374,918	1,166,700
Database use	128,578	102,537	141,324	150,098	207,481	214,054	176,811
Downloadable materials	24,867	43,131	68,860	101,115	122,760	221,624	229,884
Overall Circulation	1,795,748	1,725,034	1,743,508	1,771,401	1,834,266	1,810,596	1,573,395
Library Card Holders	184,105	202,827	102,043	119,619	117,939	100,065	121,500
New Youth Cards	3,556	3,245	3,264	3,849	3,241	4,201	44,881
New Cards Issued	21,179	22,414	20,088	18,101	26,992	14,453	54,860
Visits	785,625	780,351	804,323	942,873	913,304	860,751	839,170
Computer Reservations	155,206	145,919	141,638	141,856	158,104	190,131	180,452
Website sessions	386,447	573,374	572,028	612,505	530,183	490,267	443,583
Programs							
Children	637	693	797	881	879	1005	1,054
Teen	19	131	235	412	482	426	195
Adult/All Ages	162	104	163	201	426	501	534
TOTAL	818	928	1,195	1,494	1,787	1,934	1,783
Program Attendance							
Children	30,990	31,147	41,243	42,326	36,587	44,259	31,340
Teen	458	3,123	5,114	9,311	6,829	4,955	2,753
Adult/All Ages	18,719	15,333	18,887	20,076	15,774	11,374	10,029
TOTAL	50,167	49,603	65,244	71,713	59,190	60,588	44,121
Reference Questions	187,552	172,762	158,414	99,966	84,193	67,785	*54,306.25
Room booking hours	5,868	5,987	6,142	7,963	7,318	2,388	
ILLs filled	8,595	8,245	7,780	6,328	7,965	5,590	3,084
Volunteer Hours	7,055	7,016	8,319	13,278	9,992	6,904	7,690
Library Budget	\$7,404,917	\$7,742,765	\$7,704,877	\$7,679,793	\$7,904,331	\$ 8,178,245	\$8,404,201
Library Staff FTE	79	79	78	78	78	78	77
Hours of Operation	10,670	9,828	10,140	10,208	10,208	10,208	10,366
Anchorage Population	291,826	296,167	298,576	301,134	301,134	298,908	299,037

*Reference questions counted differently. In addition, easy ref. found on Internet.

2/12/2017

STRATEGIC PLAN TASKS: 2016-2017

TASK	LAB MEMBERS	STAFF	INFORMATION NEEDED	TIMELINE
Mission moment topic	Lucy	MJ		Sept
Set data goals/indicators to inform work	Jon, Kirk	MJ	Current data collected	July
Develop Assembly, Community council and Mayorial topic for future presentations	Jon	MJ	Determine from Schuute possibilities, TBD priority community councils	
One sheet talking points to use with community councils	Lucy	Sherri, Annie Reeves	Work with staff to include priorities	August
Review budget	David	MJ	Priorities from staff	June and July
Rotate LAB meeting locations		MJ		Ongoing
Review policies	Lucy, Lupe	MJ	Present a new policy each month to LAB, including staff recommendations for update	September
Increase communication with other Friends/Foundation leading to a unified voice	David, Lucy		Strategic plans for each group, including Library's short and long term plans	
Locate a student member	Tanya			Completed
Recruit ad hoc JBER member	Nancy		MJ for coordination	
Presentation to Assembly for Long Range plan		MJ	Guidance Chris Schutte	Completed Feb 2017
Review Municipal code for LAB duties and description, including a rewrite	Cristy, Lupe	MJ	MJ coordination	
Succession for Board	All Board submit total of 5 names and discuss responsibilities with prospective member		Process of citizen placement on Advisory Board from city website	Not necessary at this time???
Develop Long Range Plan communication strategy	?	MJ/Chris Schutte		Oct planning for Jan implementation

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
March 22, 2017
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
Lucy Flynn O'Quinn	Lo Crawford
Kirk Rose	Quincy Taylor, Teen Representative

1. Mission Moment:

- a. Introduction of Jacob Cole, IT Coordinator
- b. Mike Robinson, UAA, Head of Systems; AK Library Association, Chair of Intellectual Freedom Committee

2. Consent Agenda

- a. March 22, 2017 Agenda
- b. February 15, 2017 Minutes

3. Public Meeting Concerning Proposed APL Internet Policy

- a. Review of New Policy, Annie Reeves, Committee Chair
- b. Specific changes in new policy, Library Director
- c. Public Comment
- d. Public Meeting closed

4. Discussion/Action Items

- a. Computer Use and Internet Policy – Action Required
- b. Code of Conduct – Action Required
- c. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, April 19, 2017

7. Adjournment

**Municipality of Anchorage
Library Advisory Board
February 15, 2017
Minutes**

Location: Alden Todd Board room, Z.J. Loussac Library

Roll Call:

X	David Levy, Chair	X	Nancy Hemsath
X	Cristy A. Willer, Secretary	X	Lo Crawford
X	Lucy Flynn O'Quinn	EX	Jonathan Bittner
X	Barbara Jacobs	EX	Kirk Rose
EX	Lupe Marroquin	X	Quincy Taylor, Teen Representative

Staff Present: Mary Jo Torgeson

Call to order: David Levy, Chair, called the meeting to order at 5:40 p.m.

Persons to be heard: None

Mission Moment: Mary Jo reviewed the use of Chromebooks (filtered, for kids' use) and iPads to be used in dispensers.

Consent Agenda:

- The agenda was approved.
- Minutes of January 18, 2017: Lucy moved to approve, Nancy seconded; motion passed.

Discussion/Action Items:

- American Library Association (ALA) Library Bill of Rights, ALA Code of Ethics Policy, Freedom to Read Statement were all approved as foundational principals within the Anchorage Public Library system: Lucy moved to approve; Lo seconded; motion passed.
- Computer use and Internet policy review. Discussion focused on balancing intellectual freedom vs. adapting to a variety of patrons' comfort levels with material. Mary Jo will bring samples of a Patron Code of Conduct, Internet Use Policy and Computer Use Policy to our next meeting. Michael Robinson from the Consortium Library will meet with us next fall to discuss this issue.
- Director's Report. Sherry Douglas will be retiring on April 28. *The Future of our Library* was distributed; the planning effort will emphasize data collection and the expansion of new uses of the library.
- Chair's comments. David thanked Lucy for putting together the Assembly presentation. He also led a discussion regarding opening a branch in the Dimond Center. There will be a joint meeting of LAB, Friends, and Foundation in May; Lucy offered to host.
- Summer travel schedules should be on the agenda for the March meeting, which is rescheduled to 3/22.

Adjournment

Lucy moved and Barb seconded a motion to adjourn. The meeting was adjourned at 7:09 p.m.

COMPUTER USE & INTERNET POLICY

-DRAFT-

COMPUTER AND DEVICE ACCESS

The Anchorage Public Library offers public computers and electronic devices at all locations that may be used for electronic communication, database searching, record creation and/or Internet access. Although desktop computers are available at all locations, other devices may not be. Please check with staff if you require a device other than a desktop.

If you do not have your library card with you, you may ask for your card number from any reference desk.

APL DESKTOP COMPUTERS:

- One (1) hour continuous use with a library card
- 30 minutes continuous use without a library card
 - Additional time for computer usage may vary by demand.

LAPTOPS, CHROMEBOOKS, and iPADS:

- **LAPTOPS AND CHROMEBOOKS:**
 - Access subject to availability
 - A two-hour session per device
 - Can check out another laptop or Chromebook for an additional two-hour session depending on availability
 - Laptops and Chromebooks are due 15 minutes before closing regardless of when they were checked out
 - REQUIREMENTS:
 - Patrons 18 years and older need to:
 - Show a verified APL card, and
 - Accept liability for the device
 - CHECKING IN DEVICES:
 - Return device to a staff person at the service desk from where it was checked out. Please wait for the staff person to clear you before you leave the desk.
 - NOTE: laptops and Chromebooks must not leave the APL library or the security gates for the location from where it was checked out.
- **iPADS:**
 - Same usage rules as laptops and Chromebooks
 - PROCEDURE:
 - Patrons 18 years and older need to swipe their APL card at the iPad dispenser and enter their PIN.
 - Patrons will need to agree to the APL Computer Use Policy on the check-out screen.
 - iPads must not leave the building from which they were checked out.

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. APL's computers are in public areas. Other guests may be involuntarily exposed to what you are viewing. We ask that you remain sensitive to the fact you are working 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.

All public access computers must be filtered. If you opt for an unfiltered session, you must agree to the library's regulations. Persons requesting unfiltered sessions are responsible for preventing access by anyone 17 or younger.

Unacceptable uses by patrons of all ages include, but are not limited to:

- Failing to sign up for an internet computer; failing to log in using your own library card number or guest card number.
- Failing to comply with time limits.

- Failing to pay for printing.
- Refusing or ignoring staff's request to give up a computer.
- Hacking into the library computer system or any other computer system.
- Mishandling, damaging, or attempting to damage or interfere with computer equipment or software; tampering with computer settings.
 - Tampering with the library hardware or attempting to disable security software will result in the loss of library computer privileges.
- Violating copyright laws and software licensing agreements or the policies of individual websites that you view.

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/WiFi rules.
 - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.

INTERNET USE

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. Monitoring a minor's access to APL's wireless network is solely the responsibility of the child's parent or guardian.

Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.

APL does not provide monitor privacy-screens and no expectation of privacy is guaranteed. We reserve the right to intervene when activities on a Library or personal device cause a disruption to library users or a complaint is received.

Internet access is subject to federal, state, and municipal laws as well as APL policies and procedures. Misuse includes but is not limited to:

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography.
- Uses that violate the law or encourage others to violate the law.
- Transmitting offensive or harassing messages.
- Offering for sale or use any substance the possession or use of which is prohibited by law.
- 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.
 - Desktop computers are in public areas and APL does not guarantee privacy.
 - Displaying or printing materials that violate APL's 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)*.
- Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.

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.

- o 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 must be filtered.
 - o Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.
- 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 and legal guardians to determine and monitor their children's use of Library materials and resources including the Internet.
 - o Library staff is available to help identify and locate resources to help parents and legal guardians 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.
 - o 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.
- Users are responsible for complying with copyright law, licensing agreements, and the policies of the individual websites accessed.

WIRELESS NETWORK ACCESS

APL offers wireless Internet access in all its libraries. By using our free wireless service (WiFi), you agree to abide by the library's Internet use policy.

- The Library's wireless network is public and not secure. Use of APL WiFi is entirely at the risk of the user.
 - o By choosing to connect to APL WiFi, 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).
 - o APL disclaims all liability for loss of confidential information or damages resulting from intentional use of APL WiFi.
- 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.
 - o The Library cannot guarantee that your device will work with the Library's wireless access points.

APL Code of Conduct

The Anchorage Public Library strives to provide a welcoming, comfortable, and respectful environment for all users and Library visitors are expected to willingly follow all published rules and regulations. Individuals who do not comply will be asked to leave.

IN ALL CIRCUMSTANCES – DO:

- Contact any staff person with any questions you might have or for any assistance you may need.

BEHAVIOR ON LIBRARY PROPERTY OR AT APL EVENTS - DO NOT:

- Skateboard, roller or in-line skate, actively use wheeled shoe skates, run, or use sporting equipment except at APL sanctioned events
- Sleep within any APL facility or stay overnight on library property unless approved by the library director for an APL event.
 - Any person found sleeping or camping on APL grounds after close of business shall be considered a trespasser.
- Leave personal belongings unattended as APL is not responsible for personal belongings and may dispose of them if you are not found and the items are deemed abandoned
- Eat or drink except in designated areas (may use a covered drink container)
- Speak loudly or use public or cell phones in a disruptive manner
- Play audio materials without using headphones or earbuds
- Have the volume loud enough to be heard by others through headphones or earbuds
- Put feet on furniture or walls
- Solicit for personal, political, or religious purposes
 - **Solicit** – make an urgent request, plea, or entreaty; entice; ask
- Distribute, post, or sell materials or merchandise not approved by the Library Director or appropriate staff
- Gather more than two (2) people around a computer if ADA and/or fire codes are violated
- Use tobacco or smoke in any and all forms available including, but not limited to, chewing tobacco, cigarettes, hand-rolled products, or e-cigarettes
 - Rolling smoking products inside any APL facility is also not allowed.
- Possess, sell, distribute, consume, or be under the influence of alcohol, marijuana, or any controlled substance
- Engage in lewd, offensive, or threatening behavior
 - **Lewd** – lustful or sexual behavior; Engaging in sexual intercourse in a public place; Exposing private body parts
 - **Offensive** – obnoxious, causing annoyance, discomfort, or painful or disagreeable sensations
 - **Threatening behavior** – intentional behavior which causes a person of ordinary sensibilities fear of injury or harm (not just rude)
- Use abusive, threatening, obscene language
 - **Abusive** – harsh or coarse insulting language
 - **Threatening** – words that express an intent to injure or physically abuse another person
 - **Obscene** – offensive, rude, derogatory, racist, sexist, or sexual
- Harass or threaten other patrons or library staff verbally, physically, sexually, or electronically. This includes sexual harassment.
 - **Harass** – unsolicited annoying, alarming, or abusive conduct or words which are threatening
 - **Threaten** – intentionally behaving in such a way as to cause a person of ordinary sensibilities fear of injury or harm
- Urinate or defecate outside of a toilet
- Spread or smear bodily fluids on yourself or any part of an APL facility including furniture, walls, fixtures, floors, etc.

APPEARANCE ON LIBRARY PROPERTY OR AT APL EVENTS:

DO:

- Wear clothing and footwear

DO NOT:

- Have disruptive, strong smells such as body odor, perfume, or cologne
- Have a visible infestation of lice, parasites, or other pests

- Have open wounds, sores, bleeding, or a violent illness
- Have wet or soiled clothing that may stain or befoul library furniture

FACILITIES – DO NOT:

- Block access to doors, aisles, computers, services, materials, stairs, elevators, and emergency exits
 - Belongings must not intrude upon or disturb other patron's space.
- Move, alter, rearrange, damage, deface, or destroy library property (e.g. materials/furniture)
- Bring in animals other than service animals
- Misuse restrooms inside any APL library – including bathing and washing your clothes or engaging in activities that will clog toilets

LIBRARY MATERIALS – DO NOT:

- Remove library materials from any APL library without checking them out
- Steal, damage, alter, or misuse library property
 - NOTE: if staff suspects that you have removed materials accidentally or willfully without checking them out, staff reserves the right to check your bag(s).

CHILDREN – DO NOT:

- Leave children under the age of 8 years old unaccompanied within any APL library. They must be actively supervised at all times by a responsible person 14 years of age or older who will be held responsible for the child(ren)'s actions.
 - NOTE: some areas, designated by signs, are restricted for the use of youth, their families, and people using youth materials. Unaccompanied adults, please do not loiter in these areas

TRESPASS POLICY:

Guests who engage in unacceptable behavior as defined in this code of conduct may, depending on the severity, receive one warning or be banned immediately from the premises and if necessary, be trespassed from entering any APL library for a period of time. **In some situations, if the behavior is extreme, no warning is necessary.** This trespass would apply to all APL programs, facilities, properties, and services.

The length of trespass is determined by the Library Director or her/his designee and depends on the severity of the situation. Note that if you willfully endanger staff or the public, you may be suspended for up to five years. This includes engaging in any activity that has the potential of spreading blood-borne pathogens, assaults, batteries, and/or destruction of property.

Conduct in violation of Federal, State, or local laws, ordinances, regulations, or policies is prohibited in Library facilities and Library grounds. Persons found in violation of any of these may be asked to leave, barred from the Library, or prosecuted.

The Library Director may promulgate reasonable rules pertaining to the use of the properties and facilities of the Anchorage Public Library without Assembly review required. Such rules shall be set forth in writing and available for public review (AO 83-121).

APPEAL PROCESS:

1. Patrons wishing to appeal any disciplinary action may present their case to the library director in writing within 14 days of the decision. The written appeal must be delivered to:
Administration/Anchorage Public Library, Attention: Library Director, 3600 Denali St., Anchorage, AK, 99503.
2. For trespass durations of 23 months or less, the library director will review the appeal and any decision made is final.
3. For trespass durations of 2 years or longer, the library director, in consultation with the Library Advisory Board, will review the appeal and any decision made is final.

Draft finalized 3/1/2017 for LAB review.

LIBRARY DIRECTOR'S REPORT

March, 2017

Survey: The Foundation received a grant from the Mental Health Trust to conduct a user survey, focused on demographics and needs of users. We will report on the survey at the April meeting.

Staffing:

- We have several critical positions open, waiting for Employee Relations to finish job description review.
- We have hired two new managers: New IT Coordinator, Jacob Cole, started Mar 13 and Stacia McGourty, who has been promoted to Adult Services Coordinator
- We have hired a consultant to work with staff on process improvement, which will examine workflow efficiencies with overall goal of improving customer services. The work will include: Transitions through change, webinars on LEAN Sigma Six, teaching and strengthening staff work groups as we move into new workrooms and learn new workflows due to Automated Handling.

Branches:

Muldoon:

- Children's librarian created a "Love Letter to My Library" display, featuring a mock mailbox for parents/caregivers to express their library love. It was a hit for our preschool visitors and we also got some lovely feedback from some of our adult fans.
- Nathan Howes came to Muldoon to discuss his very successful outreach to Providence Hospital and the possibility of Muldoon staff doing a similar program with the new Ronald McDonald House at the AK Native Medical Center.
- 27 programs, 554 attendees

Eagle River:

- 70 hrs. of volunteer time
- Branch Manager visited the South Fork Community Council and talked about online/downloadable resources
- 27 programs, 600 attendees

Mountain View:

- On Jan 6th we partnered with the Alaska Aviation Museum to have their science fair here at MV. What a great turnout! All of the young attendees had a great time working with the fun and scientific building games, objects, and dioramas. MV's own Don had added his 3D printed drone and that was a great way to show how things fly. Both the Anchorage Dispatch News and channel 11 had high light spots about the program and we hope to work with the Alaska Aviation Museum again on programs for science minded kids.

Girdwood:

- 20 programs, 108 attendees
- Branch Manager met to discuss future programs with Girdwood Board of Supervisors

Community Relations/Foundation/Friends

- We have given donor tours over the last month. We received good comments back from those tours.
- Clare Ross, Foundation and LAB members have met with Cook Inlet Housing, First AK Institute, Downtown Partnership and Board Room staffers to discuss feasibility/location/co-housing/financing of future library.

Youth Services

- Sensory storytime continued in its second month. This partnership with AARC (Alaska Autism Resource Center), Stone Soup Group, and the Special Education library focuses a storytime

on children with sensory processing issues such as autism, FASD, and many more. We have received several letters praising this unique program.

- APL and Jon Ebron hosted Battle of the Books the ASD district competition for the high schoolers. This brought a lot of students into the library and strengthened our partnership with ASD
- YS Librarians visited South High School and Central Middle School and spoke to faculty members about digital resources and the ASD card project.
- We started a new series of programs called Coding Unplugged to help kids learn coding logic away from the computer.
- PIC (Programs for Infants and Children) joined us at babytime 2/17. Their educator was available to answer questions from caregivers during the playtime after babytime about early childhood development. This is the first of a partnership where educators will be joining us a few times a month to be available to caregivers to answer questions after baby storytime.

Ready to Read Resource Center

- Gave a presentation for 25 librarians and library workers about childhood brain development, early literacy practices, the 1,000 Books before Kindergarten program, and the RRRC
- Attended Anchorage Imagination Library's Family Engagement meeting (February 2) to assist in planning their event at William Tyson Elementary on March 25. Ready to Read will have a table so that we can advertise our materials to the attending parents and caregivers.
- Attended bi-monthly meetings with Library Development at Alaska State Library
- Met with Laura Cisneros, the partnerships director at Best Beginnings to touch base and arrange for Ready to Read to present at their staff retreat in March.
- Spoke with Kathryn Bevis from Alaska Family Child Care Association about having Ready to Read give a presentation at their April conference.

Adult Services

- Met with Partners for Progress – a non-profit that assists those recently released from prison find housing and employment. They were very excited to learn about the resources the library has.
- Staff met with Providence Hospital to discuss expanding our NICU outreach. Currently the best method appears to be presenting the information to their volunteers, and showing them how to access the downloadable resources.
- Met with the Anchorage Health Literacy Collaborative at the Alaska Literacy Project. Their mission is to improve health literacy in underserved populations, by building community partnerships. One of their larger events is a Health Summit held in the spring. We're exploring the possibility of using Loussac as a rehearsal site, as their Peer Language Navigator's will be presenting most of the programs, and the possibility of the Library doing a presentation on our health resources and information literacy.

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
April 19, 2017
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
	Lucy Flynn O'Quinn		Lo Crawford
	Kirk Rose		Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment:

- a. Overview of Public Survey – Candace Blas

3. Consent Agenda

- a. April 19, 2017 Agenda
- b. March 22, 2017 Minutes

4. Discussion/Action Items

- a. Computer, Internet and WIFI policies – Vote
- b. Review Long Range Plan and Determine Role of LAB in preparation for Apr 24 strategy planning meeting - Discussion
- c. Downtown Branch Review – Kirk Rose and Mary Jo
- d. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, May 24, 2017 (Changed time???)

7. Adjournment

**Municipality of Anchorage
Library Advisory Board
March 22, 2017
DRAFT Minutes**

Location: Z.J. Loussac Library (Alden Todd Board Room at 5:00, moved to Innovation Lab at 5:30)

Roll Call:

X	David Levy, Chair [arr.5:40]	EX	Nancy Hemsath
X	Lucy Flynn O'Quinn, Vice Chair	X	Lourdes Linato-Crawford
X	Cristy A. Willer, Secretary	X	Jonathan Bittner
X	Barbara Jacobs	X	Kirk Rose
EX	Lupe Marroquin	X	Quincy Taylor, Teen Rep

Staff Present: Mary Jo Torgeson, Director; Jacob Cole, IT Coordinator; Annie Reeves, Community Relations Coordinator

Call to order: Lucy Flynn O'Quinn, Vice Chair, called the meeting to order at 5:21 p.m.

Mission Moment:

- Introduction of Jacob Cole, IT Coordinator. Mr. Cole comes to us from Florida with 13 years of library technology experience.

Consent Agenda:

- Agenda approved (amended to move Mr. Robinson's presentation to Public Meeting): Cristy moved, Jim seconded; motion passed.
- Minutes of 2.15.17: Cristy moved to approve, Lo seconded; motion passed.

Public Meeting Concerning Proposed APL Internet Policy

- Lucy introduced Board members to the public.
- Mike Robinson (UAA, Head of Systems; AK Library Association, Chair of Intellectual Freedom Committee) made a presentation concerning the balance between freedom of speech, the need to protect children, and issues with filtering internet (often under- or over-blocked).
- Annie Reeves (Community Relations Coordinator) reviewed drafts of the new "Computer Use & Internet Policy" and "APL Code of Conduct."
- Discussion followed—including public comment—regarding the issues presented by Mr. Robinson. Other issues covered: banning patrons, non-rated DVD's, parental vs staff responsibilities regarding children, definitions of "intervention," privacy issues for children and parents, ways to protect patrons from accidental viewing of disturbing images, "moving from content based to conduct based policy."

Discussion/Action Items

- Lucy moved, Barb seconded motion to approve the "Computer Use & Internet Policy." Motion opened for debate.
 - Two amendments: Lucy moved, Kirk seconded (adding "caregiver" in three places in addition to parent or guardian). Lucy moved, Barb seconded (change to direct voice).

- Motion left open for additional review at the April 19 meeting. Policy not passed.
- Lucy moved, Lo seconded motion to approve “APL Code of Conduct.” Motion passed.
- Director’s report (written, included in the packet). Other comments:
 - Annie and her team were commended for their excellent work on the Internet Policy and Code of Conduct.
 - Board was reminded that there will be a joint meeting with Friends and Foundation on 4/24, to review the Long Range Plan.
 - The Library will work with Lean Six Sigma consultant to work on change management.
 - Lucy and Kirk are exploring a downtown site, have met with municipal planners.
 - Board comment: is there in fact a lot of patrons watching porn on-site? Staff answer was that there’s not really much.

Adjournment

Jon moved and Lucy seconded a motion to adjourn. The meeting was adjourned at 7:05 p.m.

ANCHORAGE PUBLIC LIBRARY COMPUTER USE & INTERNET POLICY

CHECKING OUT OR RESERVING COMPUTERS AND DEVICES:

The Anchorage Public Library offers public computers and electronic devices at all locations that may be used for electronic communication, database searching, record creation and/or Internet access. Although desktop computers are available at all locations, other devices may not be. Please check with staff if you require a device other than a desktop.

If you do not have your library card with you, you may ask for your card number from any reference desk.

APL DESKTOP COMPUTERS:

- One (1) hour continuous use with a library card
- 30 minutes continuous use without a library card
 - Additional time for computer usage may vary by demand.

PORTABLE DEVICES:

- **LAPTOPS AND CHROMEBOOKS:**
 - Access subject to availability
 - A two-hour session per device
 - Can check out another laptop or Chromebook for an additional two-hour session depending on availability
 - Laptops and Chromebooks are due 15 minutes before closing regardless of when they were checked out
 - REQUIREMENTS:
 - Patrons 18 years and older need to:
 - Show a verified APL card, and
 - Accept liability for the device
 - CHECKING IN DEVICES:
 - Return device to a staff person at the service desk from where it was checked out. Please wait for the staff person to clear you before you leave the desk.
 - NOTE: laptops and Chromebooks must not leave the APL library or the security gates for the location from where it was checked out.
- **iPADS:**
 - Same usage rules as laptops and Chromebooks
 - PROCEDURE:
 - Patrons 18 years and older need to swipe their APL card at the iPad dispenser and enter their PIN.
 - Patrons will need to agree to the APL Computer Use Policy on the check-out screen.
 - iPads must not leave the building from which they were checked out.

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. APL's computers are in public areas. Other guests may be involuntarily exposed to what you are viewing. We ask that you remain sensitive to the fact you are working 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.

All public access computers are filtered. You may opt for an unfiltered session if you agree to the library's regulations. Persons requesting unfiltered sessions are responsible for preventing access by anyone 17 or younger.

Unacceptable uses by patrons of all ages include, but are not limited to:

- Failing to sign up for an internet computer; failing to log in using your own library card number or guest card number.
- Failing to comply with time limits.
- Failing to pay for printing.
- Refusing or ignoring staff's request to give up a computer.
- Hacking into the library computer system or any other computer system.
- Mishandling, damaging, or attempting to damage or interfere with computer equipment or software; tampering with computer settings.
 - Tampering with the library hardware or attempting to disable security software will result in the loss of library computer privileges.
- Violating copyright laws and software licensing agreements or the policies of individual websites that you view.

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/WiFi rules.
 - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.

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. Monitoring a minor's access to APL's wireless network is solely the responsibility of the child's parent, guardian, or caregiver.

Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.

APL does not provide monitor privacy-screens and no expectation of privacy is guaranteed. We reserve the right to intervene when activities on a Library or personal device cause a disruption to library users or a complaint is received. Please refer to the APL Code of Conduct.

Internet access is subject to federal, state, and municipal laws as well as APL policies and procedures. Misuse includes but is not limited to:

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography.
- Uses that violate the law or encourage others to violate the law.
- Transmitting offensive or harassing messages.
- Offering for sale or use any substance the possession or use of which is prohibited by law.
- 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.
 - Desktop computers are in public areas and APL does not guarantee privacy.
 - Displaying or printing materials that violate APL's 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)*.
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 - APL disclaims all liability for loss of confidential information or damages resulting from intentional use of APL WiFi.
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- The Library cannot guarantee that your device will work with the Library's wireless access points.

LIBRARY DIRECTOR'S REPORT

April, 2017

Loussac Renovation Project: **We have dates:**

- Loussac closure in preparation of opening up front doors: June 12-23 or through 27 (which means new entrance opens June 24 or June 27)
- COMPLETION of the entire project: July 26
- The Arrangements for temporarily relocating the book drop will be depend on construction timeline, as of now, not determined. Exterior landscaping will be done during this timeframe as well.
- Miscellaneous dates for art installation:
 - two exterior art Panels, above the Book Drop and the Main Entrance area will be installed during May 8-25.
 - YS Art Wall will be installed June 5-9
 - Atrium chandelier will be installed during June 5-23

Staffing:

- We have downgraded a supervisor position to create a Virtual Services Librarian position. Once the position description has been approved we will move to post and hire.
- Youth Services has been working with an intern and will have another Librarian intern this summer.
- We have hired a VISTA, Sarah McBryde, who has done a fabulous job in Mt. View's workforce development project. We received a grant to expand the pilot and create the "Job Shop" at Loussac. She will supervise two interns that will assist with the Job Shop project.
- The Awesome Library Staff Award winner this quarter was Don Skadsem (Mt. View) for his interactive displays, engineering and building talents. All of his engineering has helped the Mountain View Neighborhood and the library explore how things work. These displays embody the principles of S.T.E.M. and re-purposing used components and captures the curiosity of all age groups.

Branches:

Muldoon:

- During Spring Break Kristin ran 12 youth programs. In addition to regular teen and children's programs she presented three separate STEM programs and four installments of Science Action Club. The spring SAC series was on birds and bird identification. The capstone event was a visit from Bird TLC that featured a Merlin.
- Branch Manager met with the Resident Engagement Manager for Cook Inlet Housing to provide library-based programs, participate in CIH events, and generally reach out to CIH residents.
- Youth Services Librarian met with a representative of Anchorage Ronald McDonald House and began to lay plans for early literacy outreach from Muldoon Branch.

Eagle River:

- Branch Manager attended the Eagle River Valley Community Council meeting and talked about both online/downloadable resources and online payments (they found that particularly exciting). Eighteen people attended, including several candidates for Assembly and School Board.

Mountain View::

- Programs included: Squishy Circuits a fun and very informative program about the structure of circuits and the way electricity moves through wires and objects; 3D printing program, when several young women showed great interest and worked super-fast creating their own projects after breezing through the tutorials on Tinkercad.com. MV's 3D printer is proving to be a great addition to our creative/technical programs. program
- Community Partnerships: National Parks Service to have twice monthly programs put on by NPS rangers here at MV. The first was a program on the Alaska volcanos, as well as the Ring of Fire volcanos around the Pacific Ocean, with the classic baking soda/vinegar volcanos craft. The second program was Gyotaku traditional Japanese art of fish printing. We had a great turnout for this and used super detailed rubber fish molds instead of fresh fish.

- Tundra Vision: this month's Tundra vision program featured Willie Hensley talking about the 150th anniversary of the purchase of Alaska. The program was part of the Lt Governor's official list of the 150th Anniversary of the Alaska Treaty of Cession.

Girdwood:

- The attendance at youth programs is grew during spring break, since more programs were added.. Programs included a movie, Wii dance party, Ozobots and Wii gaming. Adult program attendance proves to be more challenging.

Community Relations/Foundation/Friends

- Representative of Library Advisory Board (LAB) and the Foundation have been meeting with downtown community members to research potential partnerships in the formation of a downtown library.
- Beyond the Stacks event garnered around \$60K, without expenses. Attendance was smaller this year.

Youth Services

- We have added newer programs, including a sensory storytime for children with autism and a Science Action club.
- Countdown to Kindergarten had its highest attendance yet
- Teen Random Reads – a new book club modeled after the "I read what I want" monthly book club led by local author Lynn Lovegreen
- Teen Librarian attended the Alaska Can conference put on by ACPE which brings together groups working on getting Alaskans into post-secondary credentials
- Spring Break Tech Craft – two craft activities for teens centered around STEM
- YS has taken the lead for a AS/YS collaboration for summer reading/Summer Discovery
- Community Partnerships include: A staff member from Program for Infants and Children (PIC) joined three storytime and was available to answer questions from caregivers during the playtime after babytime about early childhood development. This is a partnership where educators will be joining us a few times a month to be available to caregivers to answer questions after baby storytime.
- Staff made a presentation to the Anchorage School District Board meeting about Countdown to Kindergarten
- YS has been applying for numerous grants, including NASA Facilitation Kit, Bilingual Storytime, International Astronomy for 200 solar goggles, Science Action Club, and Afterschool Alliance Science

Ready to Read Resource Center

- Presentations to Best Beginnings/Imagination Library Partnership Meeting, Crystal Child Development Center

Adult Services

- AS staff met with Krista Scully of the Alaska Bar Association. She brought over information about fee/low cost legal assistance in Anchorage. She also showed a new resource, Alaska.freelegalanswers.org. The website allows Alaska residents, that meet eligibility guidelines, ask up to three civil legal questions per year. Volunteers with the Bar Association will research and answer those. We will help promote these resources and it will be a good fit with a social work intern.
- The Social Work intern provided a report of what was accomplished during the last six month. She saw over 100 people. The most requested 1-on-1 activity: Housing search, job search/resume, and re-connection with services. Anecdote: A minor, had run away from home, their ID, debit card etc was all at their home of origin. Over 3 meetings got them connected to Alaska Youth Advocates and Child in Transition (that's ASD).

**ANCHORAGE PUBLIC LIBRARY
2017 PERFORMANCE, VALUE, RESULTS, QTR 1**

Mission

Anchorage Public Library provides resources to enrich the lives and empower the future of our diverse community, while preserving the past for generations to come.

Library Core Services:

Excelling As a Community Learning Center

- Education: Self-directed and classes
- Information: Materials, research and instruction
- Technology: Computing access and services
- Exploration: Programs, reading, viewing, listening

Major Use Indicators and Performance Measures

1. Facility Use
 - Increase Loussac visits between July and December by 20%
2. Resource Use
 - Increase Virtual visits; increase computer use by 5%
3. Program attendance and Materials Circulation
 - Increase circulation by 2% and program attendance by 2%
4. Increase Youth Library Cards by 5%

Mayor's Mission for APL – 1st Quarter progress:

- Increase opportunities for our children's success when they enter school by teaching the foundations of reading, social skills and, creative skills through early learning educational activities.
 - One measure of the success of the partnership between the Anchorage School District Library card project is in virtual usage of our products. If we compare the 1st quarter of 2016 vs 2017, usage increased in the following databases: World Book increased by 100%; Tumblebooks by 300%; Newsbank newspapers increased by 65%, and Hoopla comic books by 105%. These are AMAZING increases.
 - In the first quarter, we have visited 28 schools and visited with faculty and classrooms to promote the "virtual" library cards and our numerous databases. Given the increased database usages, this has been an effective method of promotion, though very time consuming.
- Improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources and programs/events.
 - Online usage of Lynda.com, hoopla and other virtual resources steadily grows, offering remote access to community members to increase job skills, and support lifelong learning.

- Our most vulnerable library patrons are offered resources through our UAA Social Work Intern at Loussac, and partnerships with the Food Bank, Listening Post and the Department of Health and Human Services Aging and Disability Resource Center. These efforts are in alignment with the Mayor's goals to eradicate homelessness, improve the health of the community and strengthen Anchorage neighborhoods.
- We were rewarded a grant through the AK Mental Health Trust to determine who uses the Library, what they use it for, are they a member of a vulnerable population and languages spoken. We received over 4000 responses and had face to face interviews with approximately 750 customers. While the report has not been written, we will be able to use outcomes for additional granting opportunities.

FACILITY USE: GOAL: We are amending our original strategic planning goal to just reflect increasing patron visits by 20% between July to December

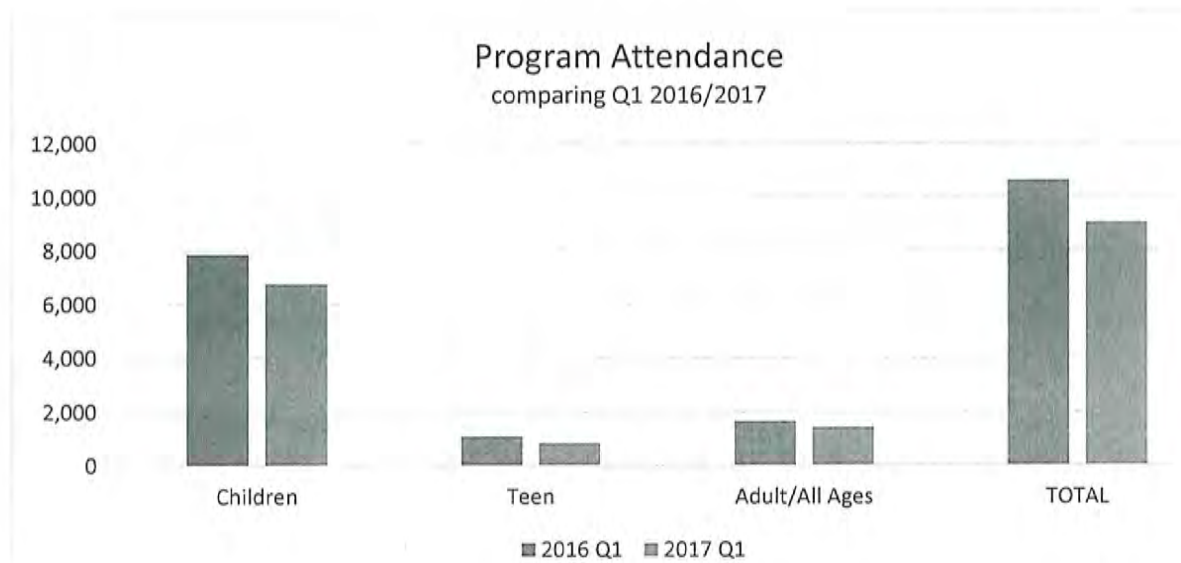
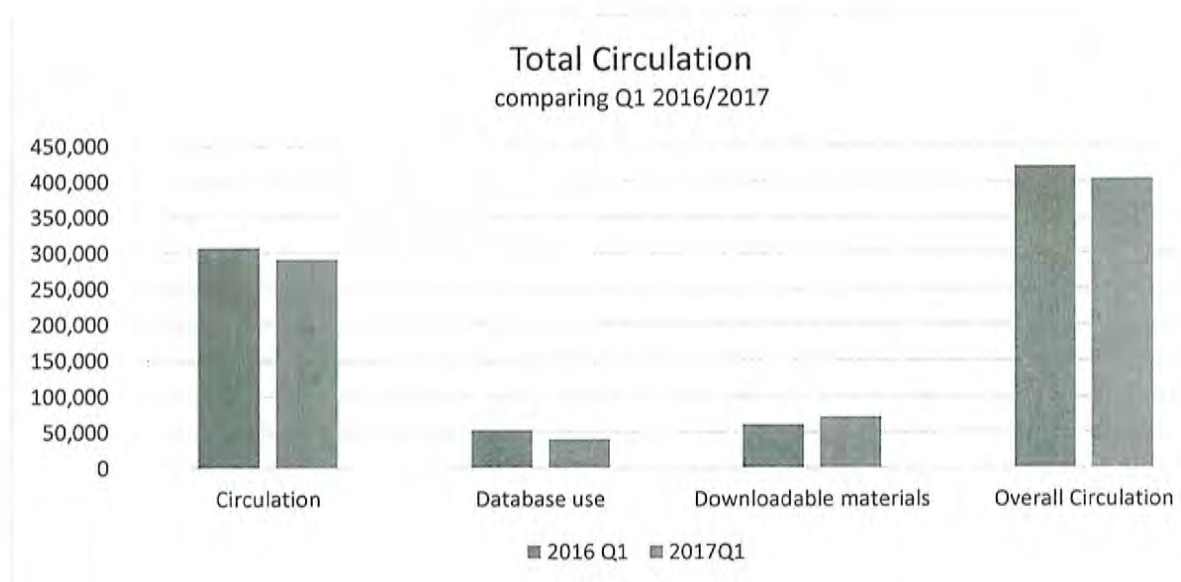
- The Loussac construction has had a dramatic impact on usage. Loussac is APL's busiest library, and the construction continues to impact all aspect of service.
- While Branch hours were increased by ten hours a week, we have not yet completed an analysis of the impact those hours have had. We count through the help of our detection gates and they have not been working.

RESOURCE USE: GOAL: Increase use of virtual products by 2% and computer use by 5%

- Children's database usage has dramatically increased due to promotion, most of our other databases usage has dipped. That said, the popular hoopla usage has doubled and Lynda.com by 14%
- We have increased broadband in all locations and added more WIFI in Loussac. We will finally be able to track WIFI usage in the future and the added broadband will allow users to be able to manage new chromebooks and pads.

PROGRAM ATTENDANCE AND CIRCULATION: GOAL: Increase circulation by 2% and maintain program attendance 2015 levels

- Downloadable materials usage has increased 14% while circulation of physical materials has created a slight dip.



Overall Accomplishments

- Staff are working with members of the Library Advisory Board and Foundation to meet with downtown leaders to explore possibilities of opening a downtown library in 2018 or 2019. These have been wonderful conversations that have helped to form new partnerships beyond a new branch.
- The public can now pay fees online, which has a dual benefit of customer convenience while also saving us staff time.

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
May 3, 2017
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
	Lucy Flynn O'Quinn	E	Lo Crawford
E	Kirk Rose		Quincy Taylor, Teen Representative

1. Person (s) to be Heard: Please limit to 3 minutes

2. Consent Agenda

a. May 3, 2017 Agenda

3. Discussion/Action Items

a. Computer and Internet Use Policy – Vote required

4. Potential Agenda Items for Next Meeting, Jun 21, 2017

This meeting will be held at the Girdwood Library. We can carpool, meet at the Library at 5PM

5. Adjournment

ANCHORAGE PUBLIC LIBRARY COMPUTER USE & INTERNET POLICY

CHECKING OUT OR RESERVING COMPUTERS AND DEVICES:

The Anchorage Public Library offers public computers and electronic devices at all locations that may be used for electronic communication, database searching, record creation and/or Internet access. Although desktop computers are available at all locations, other devices may not be. Please check with staff if you require a device other than a desktop.

If you do not have your library card with you, you may ask for your card number from any reference desk.

APL DESKTOP COMPUTERS:

- One (1) hour continuous use with a library card
- 30 minutes continuous use without a library card
 - Additional time for computer usage may vary by demand.

PORTABLE DEVICES:

- **LAPTOPS AND CHROMEBOOKS:**
 - Access subject to availability
 - A two-hour session per device
 - Can check out another laptop or Chromebook for an additional two-hour session depending on availability
 - Laptops and Chromebooks are due 15 minutes before closing regardless of when they were checked out
 - **REQUIREMENTS:**
 - Patrons 18 years and older need to:
 - Show a verified APL card, and
 - Accept liability for the device
 - **CHECKING IN DEVICES:**
 - Return device to a staff person at the service desk from where it was checked out. Please wait for the staff person to clear you before you leave the desk.
 - **NOTE:** laptops and Chromebooks must not leave the APL library or the security gates for the location from where it was checked out.
- **iPADS:**
 - Same usage rules as laptops and Chromebooks
 - **PROCEDURE:**
 - Patrons 18 years and older need to swipe their APL card at the iPad dispenser and enter their PIN.
 - Patrons will need to agree to the APL Computer Use Policy on the check-out screen.
 - iPads must not leave the building from which they were checked out.

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. APL's computers are in public areas. Other guests may be involuntarily exposed to what you are viewing. We ask that you remain sensitive to the fact you are working 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.

Commented [LFO1]: We might refer to the code of conduct here too.

All public access computers are filtered. You may opt for an unfiltered session if you agree to the library's regulations. Persons requesting unfiltered sessions are responsible for preventing access by anyone 17 or younger.

Unacceptable uses by patrons of all ages include, but are not limited to:

- Failing to sign up for an internet computer; failing to log in using your own library card number or guest card number.
- Failing to comply with time limits.
- Failing to pay for printing.
- Refusing or ignoring staff's request to give up a computer.
- Hacking into the library computer system or any other computer system.
- Mishandling, damaging, or attempting to damage or interfere with computer equipment or software; tampering with computer settings.
 - Tampering with the library hardware or attempting to disable security software will result in the loss of library computer privileges.
- Violating copyright laws and software licensing agreements or the policies of individual websites that you view.

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/WiFi rules.
 - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.

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. Monitoring a minor's access to APL's wireless network is solely the responsibility of the child's parent, guardian, or caregiver.

Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.

APL does not provide monitor privacy-screens and no expectation of privacy is guaranteed. We reserve the right to intervene when activities on a Library or personal device cause a disruption to library users or a complaint is received. Please refer to the APL Code of Conduct.

Internet access is subject to federal, state, and municipal laws as well as APL policies and procedures. Misuse includes but is not limited to:

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography.
- Uses that violate the law or encourage others to violate the law.
- Transmitting offensive or harassing messages.
- Offering for sale or use any substance the possession or use of which is prohibited by law.

- 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.
 - Desktop computers are in public areas and APL does not guarantee privacy.
 - Displaying or printing materials that violate APL's 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)*.
- Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.

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.
 - Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.
- 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.
 - 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.
- Users are responsible for complying with copyright law, licensing agreements, and the policies of the individual websites accessed.

WIRELESS NETWORK ACCESS

APL offers wireless Internet access in all its libraries. By using our free wireless service (WiFi), you agree to abide by the library's Internet use policy.

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

- 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.
 - o The Library cannot guarantee that your device will work with the Library's wireless access points.

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
Jun 21, 2017
6:00 p.m.

1. Call to Order

2. Roll Call

Barbara Jacobs	David Levy, Chair
Lupe Marroquin	Nancy Hemsath
Cristy A. Willer, Secretary	Jonathan Bittner
Lucy Flynn O'Quinn	Lo Crawford
Kirk Rose	Quincy Taylor, Teen Representative

1. Person (s) to be Heard:

2. Mission Moment:

- a. Claire Agni, Gerrish Girdwood Branch Manager

3. Consent Agenda

- a. Jun 21, 2017 Agenda
- b. May 3, 2017 Minutes

4. Discussion/Action Items

- a. Downtown Branch Library
- b. Review of LAB Strategic Plan
- c. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, August '16, 2017

7. Adjournment

Municipality of Anchorage
Library Advisory Board
May 3, 2017
Minutes
Location: Z.J. Loussac Library

Roll Call:

X	David Levy, Chair	X	Nancy Hemsath
X	Lucy Flynn O'Quinn, Vice Chair	EX	Lourdes Linato-Crawford
X	Cristy A. Willer, Secretary	X	Jonathan Bittner
X	Barbara Jacobs	EX	Kirk Rose
X	Lupe Marroquin	X	Quincy Taylor, Teen Rep

Staff Present: Mary Jo Torgeson, Director; Annie Reeves, Community Relations Coordinator

Call to order: David Levy called the meeting to order at 5:42 p.m.

Person to be heard: None.

Mission Moment: None.

Consent Agenda:

Agenda approved. Lucy moved and Lupe seconded; motion passed.

Minutes of 4.19.17 passed. Nancy moved and Lucy seconded; motion passed.

Discussion/Action Items

Computer and Internet Use Policy. The chair asked the board to review and vote on this policy section by section.

1. *Checking Out or Reserving Computers and Devices*
 - a. Lupe moved; Lucy seconded a motion to approve: passed.
2. *Appropriate Computer and Internet Use*
 - a. Lucy moved; Lupe seconded a motion to remove the empty bullet under "response to violations": passed.
 - b. Lucy moved; Lupe seconded a motion to approve as amended: passed.
3. *Internet Policy*
 - a. Jonathan moved; Cristy seconded a motion to insert as a third bullet "Displaying pornography or any other content found to be harassing, disturbing or offensive to others is not allowed": passed.
 - b. During discussion, Quincy requested and was granted the ability to testify as a member of the public.
 - c. Lucy moved; Lupe seconded a motion to approve as amended: passed.
4. *Wireless Network Access*
 - a. Lucy moved; Jonathan seconded the addition of "...and the APL Code of conduct" in the first paragraph: passed.
 - b. Nancy requested that the document consistently use either lower case or upper case for "library."
 - c. Nancy moved; Lucy seconded a motion to approve as amended: passed.

Comments/Discussion

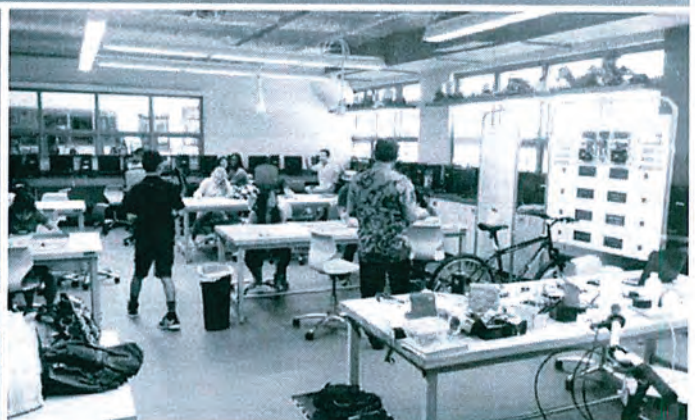
The library will be closed from June 12-26. The next board meeting will be on 6.21.17 in Girdwood; meet at Loussac at 4:30 for a quick tour of the construction changes. Departing for Girdwood at 5pm.

Adjournment

Lucy moved and Lupe seconded a motion to adjourn. The meeting was adjourned at 7:55.



A VISION FOR A DOWNTOWN LIBRARY



The Anchorage Public Library (APL) and Anchorage Library Foundation (ALF) seek to establish a downtown library branch by the end of 2019. The downtown library has the potential to play an important role in the revitalization of the downtown area and could serve as an anchor tenant for a multi-use development.

MARCH 2017

Municipality of Anchorage • Anchorage Public Library • Anchorage Library Foundation
3600 Denali Street, Anchorage, AK 99503
Project Manager: Clare Ross, rossce@muni.org • 907-538-2259

DOWNTOWN LIBRARY VISION

The downtown library won't look like a typical branch library, packed with rows and rows of books and people quietly reading in corners. Instead, it will be a highly flexible space that is an exciting and vibrant hub of activity. **Office workers** will stop by on their break to pick up the books and DVDs they placed on hold online. **Job seekers and tourists** will use the free Wi-Fi and small business center to print documents. **Local residents** will stop by for classes and entertainment. **Teens** will come in the afternoons to take workshops like 3D printing and computer programming. In the evening, the **educational groups and nonprofits** will offer continuing education courses in the large community room.

While a small collection of **popular books and DVDs** will be available for check-out, staff will be much more focused on creating and curating experiences and offering services to visitors. For instance, the Library might partner with a legal services or tax preparation group to **offer one-on-one support** in those areas, or host a lecture on Alaska Native arts or a movie night. Staff will curate **classes, workshops, reading & listening recommendations**, both online and in person. Staff will also go out into the community to develop partnerships with local businesses and service providers to bring **timely and relevant programs** into the library. Some library events might not even happen at the library—the outreach librarian will take advantage of the surrounding museums, restaurants, theaters and galleries to expand the size and type of programs the library is able to offer.

Apart from programming, the library will provide **flexible spaces** to suit various user groups. Furniture will be on wheels so that users can move tables and chairs around to create different configurations for reading, group projects, events and small meetings. The library will have a **large community meeting room**, as well as **several study rooms** (for 2-6 people) for small business meetings, group projects or quiet studying. The meeting rooms will also be a source of operating income for the library.

Finally, the library will have a **heavy technology focus**, with public computers, as well as laptops and **devices for check-out within the library**, equipment for Augmented/Virtual Reality development, a 3D printer(s) and a wireless printer/copier/scanner to provide **basic business services**. The Library anticipates that with an opening in 2019, there will still be a need for hard-wired desktop computer stations utilizing the library's computer reservation system. However, it is possible that over time, this need could be fulfilled solely with laptops and portable devices for check out. The Library would like to use the downtown location as a place to test out emerging library technologies before introducing them to the rest of the library system.

The downtown library project is made possible by a generous bequest from Janet and John Goetz, long-time downtown residents who had a vision to establish a walkable library to serve the diverse needs of downtown residents, workers and visitors. The stipulations of their gift require the library to be located in the Original Anchorage Townsite, between Cordova Street and the water and 1st and 9th Avenues.

FACILITY REQUIREMENTS

Exterior/Site

- Located in the downtown core (preferably between I & C and 9th & 4th).
- Ground level/storefront entrance.
- Plenty of windows for maximum visibility from the street.
- Handicap access, and preferably handicap parking within 1 block.
- Access to bus route within 3 blocks.
- Co-located with or close to a café.

Interior

- The library will have a heavy technology focus, so the entire facility will need adequate electrical/Internet outlets along walls and in the floors to allow users to power their personal devices and access the Library's technology services.
- A large program room with kitchenette for community education classes.
- 2-4 small meeting rooms for small group study or business meetings.
- An enclosed staff workroom for 3-4 work stations and additional storage space, plus a kitchenette/small break area. A private staff restroom would be preferable.
- Two unisex, single stall restrooms.
- The remaining space should be an open floor plan that the library can fill with reading chairs, partitions and tables on wheels that can be moved into different configurations depending on the user's needs. Within that space:
 - Approximately one quarter of the open floor space will dedicated to computer stations.
 - Shelving will be limited to a small collection of popular books and DVDs, as well as a shelf for patron holds. Ideally, shelving would go along the walls, to keep the floor space open.

Square Footage Requirements

AREA	SF
Open floor area for shelving, computer stations and public seating	1500
3 group study rooms @ 120 sf each	360
1 large program room w/ kitchenette	1000
Staff work area	300
Storage area	150
Restrooms	200
TOTAL	3510

LIBRARY FEATURES

Services Offered

- Free Wi-Fi
- Computer stations for public access
- Business services—printing, copying, scanning, video-conferencing
- Classes
- Meeting room spaces
- Book/DVD holds pick-up and returns
- Media creation lab – 3D printer, Virtual Reality and Augmented Reality creative tools

Partnership Opportunities

We seek to make the Downtown Library a community-driven, partnership-based entity that acts as a hub for multiple community projects and constituencies. Potential partners include:

- Workforce and small business development entities
- Educational institutions/teen-centered groups
- Alaska Native arts & cultural groups
- Housing & mixed-use retail developments
- Arts & cultural organizations, theaters and galleries

FINANCIAL DATA

Project funding sources:

- \$6.9M in the Goetz Trust at Wells Fargo:
 - ~\$200,000 from Trust income is distributed to ALF annually for the downtown library.
 - ALF may petition Wells Fargo for additional funds for capital or operating expenses.
- \$1.35M in the ALF Downtown fund, available capital or operational expenses.

PROJECT TEAM

Clare Ross, MOA Deputy Director of the Office of Economic and Community Development, is the MOA's Project Manager for the exploration and implementation phases of the project. Mary Jo Torgeson, Library Director, supervises all library operations and will oversee the hiring of the new downtown library staff.

Sarah Preskitt (Librarian at Loussac), Roe Sturgulewski (Anchorage Library Foundation board member), Lucy Flynn O'Quinn and Kirk Rose (Library Advisory board members) serve as the library's internal working group. Clare and the library working group are advised by a 16+ member Downtown Library Exploratory task force made up of business, public and community leaders who have interest and expertise in the downtown development and libraries.

STRATEGIC PLAN TASKS: 2016

TASK	LAB MEMBERS	STAFF	INFORMATION NEEDED	TIMELINE
Mission moment topic	Lucy	MJ		Sept
Set data goals/indicators to inform work	Jon, Kirk	MJ	Current data collected	July
Develop Assembly, Community council and Mayorial topic for future presentations	Jon	MJ	Determine from Schuute possibilities, TBD priority community councils	August
One sheet talking points to use with community councils	Lucy	Sherri, Annie Reeves	Work with staff to include priorities	August
Review budget	David	MJ	Priorities from staff	June and July
Rotate LAB meeting locations		MJ		Ongoing
Review policies	Lucy, Lupe	MJ	Present a new policy each month to LAB, including staff recommendations for update	September
Increase communication with other Friends/Foundation leading to a unified voice	David, Lucy		Strategic plans for each group, including Library's short and long term plans	
Locate a student member	Tanya			August
Recruit ad hoc JBER member	Nancy		MJ for coordination	
Presentation to Assembly for Long Range plan		MJ	Guidance Chris Schutte	Late summer
Review Municipal code for LAB duties and description, including a rewrite	Cristy, Lupe	MJ	MJ coordination	
Succession for Board	All Board submit total of 5 names and discuss responsibilities with prospective member		Process of citizen placement on Advisory Board from city website	August
Develop Long Range Plan communication strategy	?	MJ/Chris Schutte		Oct planning for Jan implementation

LIBRARY DIRECTOR'S REPORT

May and June, 2017

Loussac Renovation:

- Due to a variety of reason, completion has been pushed out and we will now be closed July 5-18 and plan to open with the new entry on July 19. Due to a strike, the outside tile will not be ready until August. There is also a product that will go on posts that will not be here, since it is being shipped from Italy. We anticipate total project completion by end of August. Grand opening Oct 7; soft opening July 19
- We are starting to plan a Charrette Planning process with an architectural firm, Miller Hull, which will help us start the plan to completely finish the renovation of Loussac. We are planning a community meeting in the fall that will help us to assess a future renovation. We are hiring a firm to assess the costs for a completed project.

Technology

- We had a major victory....we are allowed to replace our website. The MOA website does not allow us to have a fully functional virtual site. The Foundation has contributed the dollars for this and a staff team will work with the developer to ensure it works well for the public. This has been a long term goal for staff.
- We have been having continued discussions with Biblioteca about the security gates and lingering issues. It has been essential to have the self check and security gates work well with the automated handling.

Staffing:

- We have numerous interns working with us this summer: including two of the Mayor's Americorps members to help with our Job Shop; a Library school student intern; and finally, an intern that is managing all the teen volunteers.
- Staff are moving around to other locations or just plain moving out of state. Patron Services has many vacancies, which is doubly difficult considering the need for staff to move into the renovated area. Other departments will pull together and help as much as possible.
- At the City wide staff recognition event, we had three staff members nominated for awards, Deb Fitzgerald and Elizabeth Nicolai for Supervisor of the Year; and Sarah Preskitt for Employee of the Year. Our staff had stiff competition, however Elizabeth and Sarah were recognized as Employee of the Year and Supervisor of the year. We are so proud of our nominees and the leadership they provide to other staff.
- LEAN: Six Sigma. Staff are working on a Lean Six Sigma project to measure and streamline shelving work flows. They have chosen their project parameters and created a way to measure each step in their work flow. They hope to look at the measurements and use Lean Six Sigma tools to create a process that is customer focused and more efficient. The measures will also help Patron Services staff have comparable numbers to look at after automated handling systems are in place.
- We have a new Assistant Director, Virginia McClure, who had been the Branch Manager at Mt. View Library.
- We have a new Technical Service Manager, Stacy Gordon. She decided to leave CA for a move to Alaska for new adventures. This position had been open for over four months.

Branches:

Muldoon:

- Staff held our first event for residents from Centennial Village/Cook Inlet Housing. An exciting event to serve as a first step toward partnering with CIHA.

- Staff met with Dianne McKinley of Ronald MacDonald house. Together we decided that Muldoon staff would present one to two outreach events a month, as well as offer programs at the library itself.

Eagle River:

- Branch Manager attended the Reentry Coalition meeting on 4/21 to see how the library can be involved in efforts to reintegrate released inmates who are rejoining the community. We will continue to be involved as things develop.
- Due to state budget cuts, the Eagle River offices for Job Center and Division of Vocational Rehab closed on May 19. In an effort to fill the gaps left by the loss of these organizations in our community, we are offering the use of one of our group study rooms as a meeting place for DVR counselors to meet with clients who cannot arrange to go into Anchorage for services. We are also looking at ways to partner with Job Center for events and services, communicating frequently with Brad Gillespie, Southcentral Regional Manager for Job Center.

Mountain View:

- Due to the continuing issue of bike thefts at MV, the branch has started a pilot program to check out bike locks. It is a useful service, although the process is cumbersome.
- Mountain View has been spending out a grant from the library Foundation and has replaced the computer chairs at the public computer desks. Additionally MV has purchased a new 3D printer and is going to place this out on the floor in a case so that patrons can see the printer in action. Patrons will be able to order prints and the branch plans to offer classes on designing items for the 3D printer.

Girdwood:

- Claire gave a short report on the library, including current and future programs for the monthly Girdwood Board of Supervisors meeting.

Community Relations/Foundation/Friends

- We provided a tour to Assembly Member Felix Rivera and are planning future tours with the other newly elected Assembly Members.
- Visited with many groups to discuss possibility of Downtown Library, including Fairview Community Council, Sandy Harper, Sobermuit.
- Beyond the Stacks netted approximately \$60K. Next year they are considering holding the event at Loussac.
- We had an erroneous story run in the Journal of Commerce about cost overruns on the renovation. The city plans to have the paper write a corrected version.

Youth Services

- Lemonade Day, a partnership program with Wells Fargo, which includes kids to participate in National Lemonade Day and learn financial and entrepreneur skills, outperformed all expectations and previous years with 83 attendees.
- There was some discussion about discontinuing the library's role in the Countdown to Kindergarten events. This report was generated around that discussion, with the possibility of forming our own ASD partnership outside the 90 by 2020 network:
 - Mountain View, and Muldoon Libraries) show the following stats:

- ▣ Increased Title I family participation. **Loussac on Saturday has shown an improvement in drawing more families from Title I schools that also have ADP scores at or BELOW the current four target school neighborhoods identified by 90 % by 2020** (Mountain View, Williwaw, Tyson, and Fairview Elementary Schools), which means we are reaching families who need us the most.
- ▣ C2K Program at libraries incorporated “literacy” modeling with story reading and interactive songs & fingerplays
- ▣ C2K Take home activities were well received and appreciated by participating families.
96% report they have more ideas for home learning & 100% report that attending C2K was worthwhile.
- NASA @ My Library grant was awarded to APL. We were one of 75 selected from a pool of over 500 libraries nationwide. This is a long-term project designed to enhance STEM programming, not just space science
- Children’s librarian did an outreach storytime at all four Nunaka Valley special education preschool classes. They were demonstrating sensory storytime techniques.
- Kids Day – library staff from across the system helped staff a booth at kids Day where we talked to hundreds of kids and families, primarily promoting summer discovery and reading rendezvous.
- CILC – did a presentation at the Cook Inlet Literacy Council spring mini conference to teachers and librarians.
- May the 4th Star Wars Event – this was one of our largest successes yet. Costumed performers from the 501st legion joined youth staff at the Sears Mall location for crafts and star wars fun. Over 200 people attended.
- The State Library awarded our grant to hold bilingual storytimes in the 2017-18 fiscal year. This will allow us to pay presenters and interpreters
- Youth staff from across the system staffed a booth at the South Central Foundation reading fair. We signed people up for library cards, 1,000 books before kindergarten, and gave out information about the library programs. This was an outreach to Alaska Native families at the primary care center, we also reached a lot of their staff members.
- Reading Rendezvous was a grand success again. We had a record number of donating sponsors, raising more money than ever before with our tiered sponsorship levels, including several new sponsors and several sponsors who upped their sponsorship level. We also had a record of over 40 community booths participating. 2,100+ people came and enjoyed the event on the day of May 20th

Ready to Read Resource Center

- Alaska Family Child Care Association conference – April 15
 - Presented information on brain development, early literacy skills and practices, and the Ready to Read Resource Center to 6 caregivers, many from the Fairbanks area
 - 5 out of 6 reported that their knowledge of early literacy increased and
 - 4 out of 6 reported that their appreciation of early literacy increased

Adult Services

- The library is developing more partnerships, including Perseverance Theatre and Anchorage Concert Association. Our partners would provide a cultural experience highlighting some of their programs.
- Sol de Medianoche Reception – Sol de Medianoche planned a reception celebrating their first anniversary! They used the Innovation Lab to present In “Those Days, Daily Life in Acuitzio del Canje, Michoacán, México” a photo exhibit focusing on the Acuitzio del Canje, Michoacan, Mexico – the region most Mexicans and Mexican-Americans in Anchorage immigrated from.
- Catholic Social Services meeting to discuss ways that we can meet with their staff and volunteers, to make sure that their volunteers and staff are fully aware of all of the resources that APL has available We’re also hoping to increase awareness of APL as a place to

volunteer, especially as we expand the Job Shop program. Many of the volunteer activities at CSS are transferable to that environment – professional mentors, language coaches, etc.

- Health Literacy Alliance Collaboration – Staff present the Summer Discovery program to the Health Literacy Alliance on May 25. The Urban in Alaska Conference (October 27 @UAA) is seeking more health and wellness related sessions – specifically mental health and depression.
- Nerd Nite: We are one of the cosponsors of this event which meets at the 49th Street Brewing Company. We host a table and find the “nerd” speakers.

Municipality of Anchorage
Library Advisory Board Agenda
Muldoon Library
September 20, 2017
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
	Lucy Flynn O'Quinn		Lo Crawford
	Kirk Rose		Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment: Jim Curran, Muldoon Branch Manager

3. Consent Agenda

- a. September 20, 2017 Agenda
- b. August 16, 2017 Minutes

4. Discussion/Action Items

- a. Director's Report
- b. Discussion of LAB Strategic Plan

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, Mountain View Library, October 18, 2017: Items will include a discussion of a future downtown library

7. Adjournment

LIBRARY DIRECTOR'S REPORT

September 20, 2017

Loussac Renovation:

- Pinnacle repeatedly provides us with completion dates and then never meets the deadlines set. They were supposed to be done a week ago and then start on the punch list.
- Completion of outside tiles might not be finished until spring.
- We probably will not have an open house. At this point we are reluctant to plan any event, due to the lack of clarity around completion dates.
- Loussac Charrette will be held September 26, which will help frame a second project.
- A memo was sent to the Mayor by the Library Director asking him to support the next phase of a renovation.

Board appointments: Two board members, Jon Bittner and Cristy Willer, terms end Oct 14. Staff has asked the Mayor to reappoint these two members.

Budget:

- The Director of Community and Economic Development forwarded his division's budget to the Mayor on Friday, September 15. The Mayor will make the final decision. Key dates are:
 - Oct 10: formal introduction of Mayor's budgets to Assembly
 - Oct 24 and Nov 7: Assembly Public Hearings
 - Nov 21: Final adoption of budget

Staffing: We continue to keep selected positions open until after the budget is adopted. In addition, we are currently not able to fill open positions due to SAP software implementation.

Branches:

Muldoon:

- Branch Manager met with Anne Velardi, Devon Ross, and Brad Gillespie (AK Dept. of Labor/Job Center) at Loussac during one of our VISTA, Sarah McBryde's, Job Labs. The Job Center team wanted to observe a Lab in action. As a result they are looking into having MASST's (Mature Alaskans Seeking Skills Training) to serve as Job Lab staff at APL locations. In addition Anne is planning to hold employment workshops at Muldoon and display Dept. of Labor employment literature as part of a new partnership. This grew out of a conversation we started in early August.
- Mobile device use has tripled in the last 6 months. This is directly attributable to increased adult computer usage.

Eagle River:

Branch Manager met with Brad Gillespie, Gina Bastian and Michaela Phelps of Job Center & DVR about expanding our partnership in the wake of those Eagle River office closures. Currently, DVR counselor Barbara Doran is meeting with clients 4 days per week in one of CE's group study rooms. John Cannon, Director of AK DVR, personally offered his appreciation and thanks for the library's role in bridging the gap in workforce development services in the area. Sessions for the public featuring job search techniques and resume building are likely to be offered in the fall.

- For 2017 to date (Jan-Aug), CE has circulated 81,520 items, an average of 10,190 per month. With 1310 hours of operation during that time, this comes to an average of 62.23 items circulated per hour so far in 2017.

Mountain View:

- We kicked off the school year with a list of activities for each day. Kids have slowly begun taking notice of things and gathering in the Community Room for activities and games on Wednesday and Thursday.
- The Tundra Visions Lecture series started just yesterday with 55 people attending (pictures at end of report). We had people from across the city attend.
- We introduced a new program in partnership with the Polynesian Association of Anchorage. This was a clothing giveaway for parents to attend. We had 60 people attend this program in the single hour it was running.
- Here are two photos of some of the many objects printed on our 3D printer. We have been able to print everything from a reticulating pangolin to nodding cats. Below are the holster for the door counter and awards plaques initially designed by a patron



Girdwood:

- In August Claire did a weekly display based of the wildly popular podcast My Favorite Murder. She took a picture of the display and shared it on her Facebook page. The podcast saw the picture and shared it on the official MFM Instagram page where it received over 15,000 likes! Claire commented on the post where the library was located and responded to people's questions. **In short:** The Scott and Wesley Gerrish Library was Instagram famous for a week! See photo below.
- August 2016 had 1964 patron visitors, and August 2017 had 2666 patron visitors. That's a 35.74% increase in visitors.

Community Relations/Foundation/Friends

- Book sale slated for Nov 2-4 and we will resume accepting donation Oct 1.

Youth Services

- Early Literacy Librarian presented training at thread with early childhood professionals. After the training, 87.5% stated that their knowledge of early literacy improved, 75% stated that their appreciation of early literacy improved, and 75% rated quality as "very high" or "high".
- As part of our role of Welcoming Anchorage, we have resumed Sensory Storytime for children with autism and arranging ASL storytimes.
- Eventhough with story times on break, YS has numerous outreach, with partners including:
 - Salvation Army day camp
 - visiting 100 children at Southcentral Foundation Family Center; and after 4 visits, children remember and look forward to the visits
 - Rec Center's first Back to School Fair in Fairview and Fiesta under the Midnight Sun at Cuddy Park

- Mt. View Book party
- A library loving 11-year-old patron was present when Stacia and Kelsey were talking about creating a family-type book club, and she expressed interest in helping/attending. She logged onto a computer and began making her own flyer for the book club! When her father came down to pick her up, she excitedly showed him the flyer she had made and we explained the concept of the book club—he was also interested in attending!

Adult Services

- We hired Kristie Nelsen as our new Virtual Services Librarian. This position will help us with an improved website and promotion of our virtual products.
- We had volunteers donate 60 hours to the Job Lab.
- Step Up AK: Mix it Up in Midtown – Anchorage Public Library was a sponsor for this year's Step Up AK. APL donated \$1000 to help cover expenses, Sarah Preskitt worked closely with the committee to plan the day. Events included a library scavenger hunt, neighborhood tours, and guided discussions. StepUpAK is an opportunity for community members, local leaders, and businesses to be an active part of community building and civic engagement in neighborhoods where they live, work, and play. We invite you to join us to discuss safety, access, resources, and opportunities for strengthening our community.
- As part of Welcoming Anchorage, we have 45 people attend the Tradition Tuesday celebration of the Tongan culture



myfavoritemurder



Liked by [genenerd](#) and 15,188 others

myfavoritemurder Oh my god! Look at this rad true crime library display that [#murderino](#) librarian Claire A. made! Love it! [#myfavoritemurder](#) [#ssdgm](#)



STRATEGIC PLAN TASKS: 2016-2017

TASK	LAB MEMBERS	STAFF	INFORMATION NEEDED	TIMELINE
Mission moment topic	Lucy	MJ		Sept
Set data goals/indicators to inform work	Jon, Kirk	MJ	Current data collected	July
Develop Assembly, Community council and Mayorial topic for future presentations	Jon	MJ	Determine from Schuute possibilities, TBD priority community councils	
One sheet talking points to use with community councils	Lucy	Sherri, Annie Reeves	Work with staff to include priorities	August
Review budget	David	MJ	Priorities from staff	June and July
Rotate LAB meeting locations		MJ		Ongoing
Review policies	Lucy, Lupe	MJ	Present a new policy each month to LAB, including staff recommendations for update	September
Increase communication with other Friends/Foundation leading to a unified voice	David, Lucy		Strategic plans for each group, including Library's short and long term plans	
Locate a student member	Tanya			Completed
Recruit ad hoc JBER member	Nancy		MJ for coordination	
Presentation to Assembly for Long Range plan		MJ	Guidance Chris Schutte	Completed Feb 2017
Review Municipal code for LAB duties and description, including a rewrite	Cristy, Lupe	MJ	MJ coordination	
Succession for Board	All Board submit total of 5 names and discuss responsibilities with prospective member		Process of citizen placement on Advisory Board from city website	Not necessary at this time???
Develop Long Range Plan communication strategy	?	MJ/Chris Schutte		Oct planning for Jan implementation

Municipality of Anchorage
Library Advisory Board Agenda
Mountain View Library
Community Room
October 18, 2017
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
	Lucy Flynn O'Quinn		Lo Crawford
	Kirk Rose		Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment:

- a. Clare Ross, Office of Economic Development: Downtown Library
- b. David Adkins-Brown, Mt. View Branch Manager

3. Consent Agenda

- a. October 18, 2017 Agenda
- b. September 20, 2017 Minutes

4. Discussion/Action Items

- a. Officer Election Nominations
- b. Director's Report
- c. Urban Library Council Statement on Race and Social Equity
- d. Review of Budget
- e. Update on Advocacy

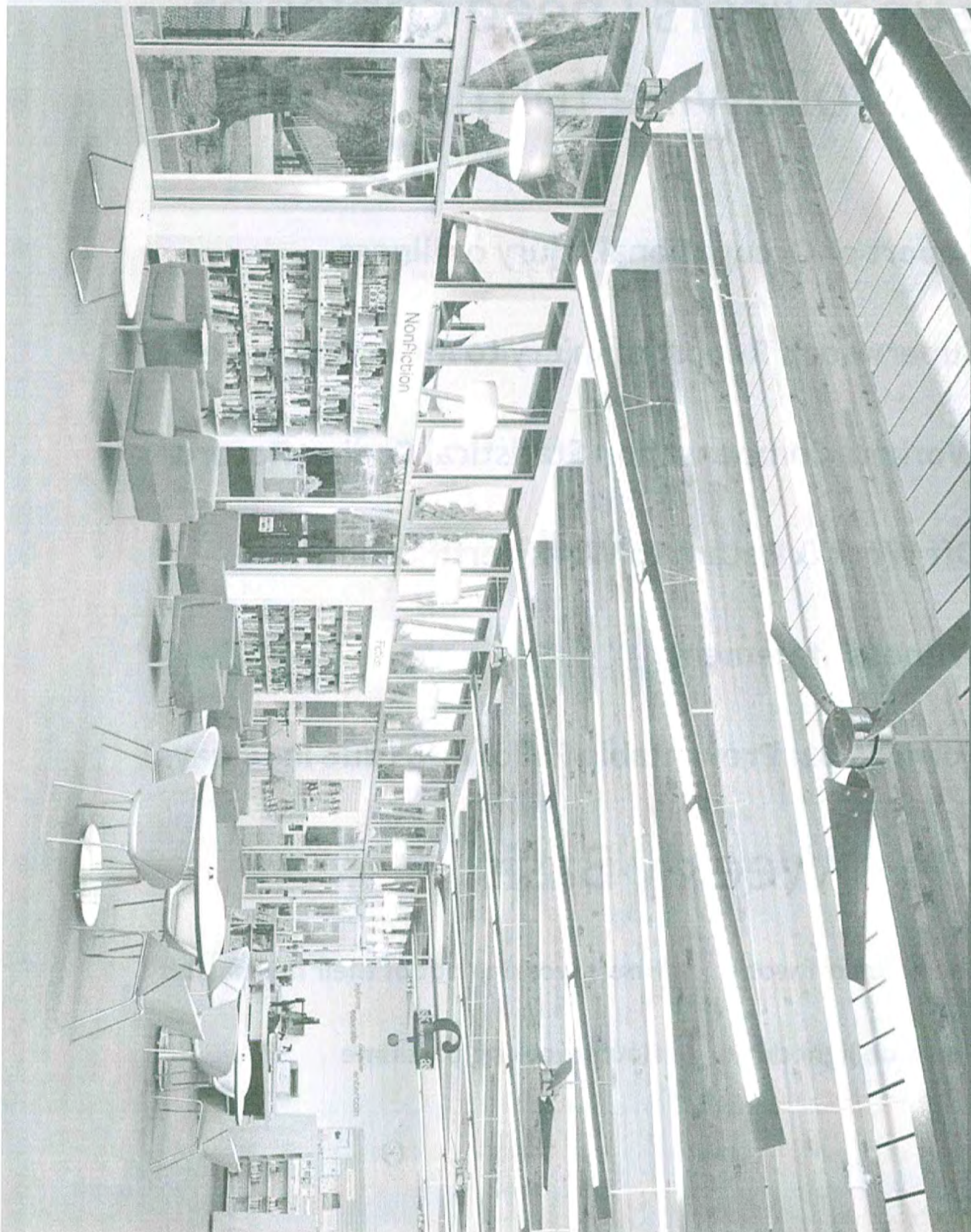
5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, November 15 , 2017, at Loussac

7. Adjournment

Summary of Public Outreach Phase, Summer 2017

DOWNTOWN LIBRARY



COMMUNITY LEADERS

This phase of outreach for the Downtown Library was aimed at gathering feedback from community leaders and downtown stakeholders. This input was gathered to find program partners, learn more about the downtown environment, and see what these groups want in a downtown library.

Who we spoke with

- | | | |
|---|---|---|
| • Beans Cafe | • First Alaskans Institute, staff brainstorming session | • MOA Real Estate Director, Robin Ward |
| • Anchorage Museum | • Kate Slyker, Tennys Owens, community members | • MOA Planning |
| • Visit Anchorage | • MOA Mayor's Office, George Martinez | • AEDC Business Development, Will Kyzer |
| • Alaska Humanities Forum | • Anchorage Community Development Authority | • Jamie Boring, Downtown Partnership |
| • Rasmuson Foundation | • Alaska Center for the Performing Arts | • Cook Inlet Housing Authority |
| • Kaladi Brothers, PAC | • Eklutna Native Village, Chief Lee Stephan | • First Alaskans Institute |
| • Sobermiut | • MOA Transit, Abul Hassan and Bart Rudolph | • The Boardroom, Katherine Jernstrom |
| • Fairview, Government Hill and South Addition Community Councils | • Covenant House, Education/Career Development Staff | • MOA Parks and Recreation, Josh Durand |
| • Assembly Member Chris Constant | • Bridge Builders, Board of Directors | |
| • Catholic Social Services, Refugee and Immigration Assistance Services | | |
| • Eklutna Tribal Council | | |
| • Atwood Foundation | | |
| • Anchorage Economic Development Corporation | | |

COMMUNITY LEADERS

Findings

- Many organizations expressed interest in collaboration, especially those with clientele who would use the library.
- Groups agreed that there needs to be a public space downtown; there are not enough of them.
- Clients of some groups need computers for studying, GED preparation, applying to jobs, and professional development.
- Groups would use a library meeting room; especially if they can walk there from downtown offices.
- Not enough meeting spaces that are affordable for groups like nonprofits.
- Organizations would be interested in hosting programs like lectures and workshops; this could bring new people to the library from the organization's network who would not have gone otherwise.
- Anchorage Museum workers said they would be interested in collaborating on events.
- Several groups mentioned the Museum as a place to partner with, perhaps having a rotating art display.
- Art interests were expressed fairly often, such as having art displays (especially Alaska Native art), an art studio, or other art needs.
- Incorporation of Alaska Native culture was mentioned many times, by Natives and non-Natives alike.
- Alaska Native and Alaskan cultural themes were common.
- Deni'ina culture was mentioned a lot, especially to build upon elements from the Deni'ina Center.
- It would likely be a tourist destination, so there should be resources for them (Alaska books, travel books, have an Alaska guide talk about Alaska and Alaska Native history).
- Visit Anchorage talked about collaborating, perhaps providing a volunteer to be the Alaska guide.
- Young people need a place to go in the evenings when cafes close.
- There was concern with homelessness, loitering, and vandalism downtown.
- Important for staff of downtown library to be vigilant because downtown has issues with drug dealing, public intoxication, etc.
- Location of library will dictate type and frequency of incidents like loitering and vandalism.

PUBLIC OUTREACH

Our public outreach consisted of interviewing people at locations and events where there were possible clientele for a downtown library. Our goal was to determine what members of the public want from a downtown library so we can focus our mission for planning purposes.

The locations/events visited include: Covenant House, Bean's Café, Anchorage Museum's Lunch on the Lawn, Music in the Park at Peratovich Park downtown, and Live after Five downtown.

Method

At each location, we set up a large poster board with five questions and had sticky notes and pens for people to write their feedback on. In settings that were not optimal for having a poster board, we printed smaller versions of the poster board and interviewed respondents directly. Questions asked:

- Where should the library be located?
- What would you use the library for?
- When would you use the library?
- Theme: should there be a theme? (Arts & Culture, Community center, job resource center, Alaska Native heritage, etc.)
- Who are you? (Work downtown, live in or near downtown, hang out downtown, teenager, parent or senior?)

Who Responded?

People we talked to included: clients of Covenant House and Bean's Café, young adults, downtown workers, college students, working moms, teens, fathers, downtown residents, locals from Anchorage, people from South Anchorage, a current juror, a Daylab group for those with developmental disabilities, veterans, job-seekers, and a client at Brother Francis Shelter.

Findings

- Using it for reading, checking out materials, computers, studying, and Wi-Fi/internet were frequently mentioned.
- Like it as a quiet space to go/a place to meet people.
- Would like a meeting room to use and rent.
- Art/culture and Alaska Native themes were most mentioned [Native art could be a good way to combine the two].
- Most common people we talked to were downtown workers.
- 10am-7pm would meet most people's needs; a few would use it before/after those times, but most times mentioned were afternoon, late morning, at lunch, and after work.
- Not many said they'd use it on the weekends.
- There are concerns about accessibility; should be close to bike routes, be walkable, and/or have parking.
- 3rd/4th Avenues and Ship Creek areas have high incident rates, may not be best location.
- Several suggested locating in an old historic building (old courthouse, old archives building, 4th Avenue theater).

OVERALL KEY FINDINGS

- Picking up holds, reading in the library, checking out books, computers, Wi-Fi, and a place to meet are the most prevalent responses to what people would use it for.
- People see a need for a public building downtown like a library; people want community.
- People want there to be art in the library in some way -Alaska Native art, art workshops, an art studio, rotating art exhibit, etc.
- There should be some incorporation of Alaska Native culture, it is absent in many places and these are the people of the land. There are many ideas about how this can occur, such as displaying "welcome" or something else in Native languages, display Native art, etc.
- Programming would likely be popular, partnerships to host programming could create a good collaborative environment and mutually benefit both parties.
- A quiet place to go to downtown would be valued and used.
- People will use it to study for school (high school and college) as well as preparing for a GED.
- Many types of people will use it no matter what, so it needs to be a place where many people can be comfortable coming to. Seems that downtown workers especially would use it. Many of these workers are in the service industry (hotels, mall, restaurants, tourism).
- Not much consensus on where it should be located.
- Different locations around downtown will benefit different people. Bean's Café clients will go anywhere, they walk all the way to Loussac. People want it close and central so they can go there on lunch or for meetings.
- There's concern about certain areas that are not as safe or have more problems with loitering and vandalism (such as 3rd/4th Avenues, Ship Creek, Park Strip).
- Needs to be accessible for those without a car (near a bus stop, trail, etc.).
- It would most commonly be used in the afternoon according to public comment. 10am-6/7pm would fit most people's needs.

FUTURE IMPLICATIONS

Next Steps

People are excited for the library, and most people working on downtown issues think a library will support their initiatives.

There was a lot of diverse feedback, so the Library will need to sift through the data to decide what to focus on. This will be likely be based on the library's own goals and a decision on who the primary audience will be for this library.

Outreach to the public and community leaders is a good tool to have and shows that the library is receptive to the public. This data is also useful for proposals and project promotion.

The Library should continue to work closely with other downtown organizations to build support for this project and enlist partners when the library opens. The success of the library depends on active involvement with the surrounding community and businesses.

The Library's internal working group will use this report to develop a business plan in Fall 2017 with specific programming, themes, target audiences, design ideas and project partners.

The internal working group will then present the plan to the Downtown Library Community Task Force for further feedback and refinement. With a business plan, the Library will be able to approach prospective partners, developers and landlords to launch an on-the-ground project.

In review of its finances and the anticipated trust distributions, the Anchorage Library Foundation believes that it has the funding needed to purchase and renovate a 3,500 SF location, with earnings from the trust covering about half of annual operations. The Foundation is currently researching options to cover the remaining half of operations and expects to line up this funding within the next two years. If an exciting opportunity presents itself in the meantime, the Foundation will look into alternative funding and building ownership structures to allow for an earlier launch date.

Contact Us

Municipality of Anchorage • Anchorage Public Library • Anchorage Library Foundation
3600 Denali Street, Anchorage, AK 99503

Project Manager: Clare Ross, rossce@muni.org • 907-538-2259

www.LibraryChampion.com/Downtown

*This report produced by Lyndsey Brollini,
Anchorage Library Foundation/First
Alaskans Institute Intern, August 2017*

*Cover photo: Lincoln Acres Branch
Library in San Diego, CA.*

**Municipality of Anchorage
Library Advisory Board
Minutes**

Date: September 20, 2017	Location: Muldoon Library
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Board Members				Staff
X	David Levy, Chair	X	Nancy Hemsath	Mary Jo Torgeson, Director
X	Lucy Flynn O'Quinn, Vice Chair	X	Lourdes Linato-Crawford	Jim Curran, Muldoon Branch Manager
X	Cristy A. Willer, Secretary	X	Jonathan Bittner	
X	Barbara Jacobs	EX	Kirk Rose	Guests
EX	Lupe Marroquin	X	Quincy Taylor, Teen Rep	None

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:37 p.m.	
Person to be heard	None.	
Mission Moment	Jim Curran, Branch Manager: see attached list of topics, a consolidation of notes taken by Lucy and Nancy	
Consent Agenda	<ul style="list-style-type: none"> Agenda approved as revised to add advocacy update (Nancy moved, Jon seconded). Minutes of 8.16.17 approved as amended (Barb moved, Lo seconded). 	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> Director's Report (written report attached) Strategic Plan Tasks review. <ol style="list-style-type: none"> Tasks 1,4,5,6,7,8,9,11 completed. Task 12: Should we open this can of worms? Other tasks: see Strategic Plan Tasks (annotated). Advocacy update. Talking points distributed. Message: "libraries create space that make better citizens, less workload for policy." MJ will give tours to Assembly members on request. 	<ol style="list-style-type: none"> See attached Strategic Plan Tasks (annotated) Contact mayor, assembly to support Library's mission, budget.
Comments	<ul style="list-style-type: none"> Tasks for next year (per Lucy): (a) APC naming policy (b) policy to accept art. Friends/Foundation costume party, fund raiser 10/28: "Mysteries of the Loussac." 	
Adjournment	Meeting adjourned at 7:19--Jon moved, Nancy seconded.	
Next Meeting	October 18, 2017 at Mountain View Library. Tasks: <ul style="list-style-type: none"> Update contact info for all board members. Agenda will include a discussion of a future downtown library. Nancy asked to be excused for this meeting. 	

LAB Meeting, Sept. 20, Muldoon Library – Mission Moment

Jim Curran, Branch Manager

- In his two years at Muldoon, “there are no problems, just challenges”: Safety & security are the biggest challenges
- Recently their tech has expanded x3: Chromebooks, iPads and strong wifi thanks to GCI and the Muni IT
- Staffing turnover: hit hard—there’s been a total cohort change (except for one employee who’s been with the library 35 years).
- The building has issues of accessibility, transportation, safety, external book drop, bad sidewalks and poor snow clearing, poor signage, layout, bathrooms needing to be locked.
- A new youth services librarian has been added and there are robust youth services: strong teen volunteer program, homework space.
- WE have partnerships with Cook Inlet Housing (across the street); Begich Middle School, Boys & Girls Club, Job Lab.
- There is a very strong community council, who has passed a resolution in support of a stand-alone library building.
- Demographics (anecdotally it’s possible that 20% of Anchorage population resides in this area): High density of housing units, large number of elders, large number of folks ‘living rough.’
- The new job center and job seekers club for professionals (state \$ assistance) is making connections with the community.
- There are challenges with multiple storefronts in same building: Boys & Girls Club open campus (restrooms, lots of ‘kid’ traffic, 1:50 adult: kid ration, etc.), church in the same building, Alaska Family Services next door (a good neighbor).
- The new public transit system rolls out Oct. 23; which will affect transportation for patrons.
- “If you could have a magic wand...” he would want more time; money to work more with Alaska Teen Media Institute and Begich Middle School to create more teen video stories + equipment; and a Math tutor.
- They have updated policies and procedures and enforced them
- CIH partnership
- Free meals at B&G Club are a big draw, given the economically disadvantaged population.

LIBRARY DIRECTOR'S REPORT

October, 2017

Loussac Renovation:

- Punch list almost completed
- Stairs should be opened in mid-November; interior and exterior tile still does not have a date of completion; elevator should be able to be used by November

Patron Services:

- Patron Services has worked to improve their customer service in the first floor circulation by trying different staff configurations
- The automated handling system went active which required additional staff to be trained, troubleshooting problems, new workflows and processes, documentation of solutions to common problems, and staff stationed at service points to assist patrons with use of the new check in system
- Staff moved to their new "home" and shelvees quickly shelved all of the remaining items while supervisors moved all of the staff work areas to the new space in proximity to the automated handling system
- Patron Services has begun the long process of making the library a passport application processing location, to be implemented by end of 1st quarter 2018

Technology:

- Staff was trained in all aspects of the automated handling: documentation, maintenance, set-up, software, and hardware repair. Two days were spent programming the system's sort and then weeks of refining that sort. Our joint library catalog and cataloging practices required some creative problem solving.
- Twenty-six catalog computers were replaced with Chrome desktop boxes this saved the Library and saved the Municipality an estimated \$16,000.
- The new website is coming along and the Library has been in constant conversation with the website developers. The next step will require Library staff to add content and give their feedback about the current configuration.

Branches:

Muldoon:

- Countdown to Kindergarten has returned to Muldoon Branch including monthly fieldtrips from our neighboring Head Start program.
- Muldoon has almost doubled youth programming attendance (240 participants), adding a third more program options.

Eagle River:

- Increase of 31% for people volunteering, and 23% increase in hours spent volunteering, comparing Sep 2016 to 2017
- As part of our partnership with DVR, counselor Carol Politto brought a client out to CE to learn about the job tasks done by our range 7 library assistants, and to be trained as a volunteer to do shelving. This has the potential to lead an interested retrained worker into library work, and helped us in a time of shelving need.

Mountain View:

- Programs included: a 7th year branch birthday party; a Job Fair with an amazing 242 people attending; Tundra Visions Lecture surpassed the last event with 60 attending this time.
- We had a voter registration drive at the library hosted by both Rep. Tarr and the Anchorage Neighborhood Land Trust. 10 people stopped by their table. (This was held as a nonpolitical event and part of Welcoming Anchorage as well as Democracy Month.)
- One call we have had from users coming to Job Lab was lack of experience as well as long gaps in their employment history. To assist with this, we have offered attendees the opportunity to sign up for volunteer hours. This has only been an experiment, but this experiment has afforded us 18 volunteers and 122.90 hours volunteered. This is after we subtract the 25.63 volunteer hours for Day of Caring. This is a huge increase of hours at 345.98% (42.93 to 148.53, with the addition of Day of Caring) or 286.27 (without Day of Caring).

Girdwood:

- The public was made aware of the possible closure of the Girdwood Gerrish Library. The Boosters were incredibly vocal in the Girdwood and local valley communities about the benefits of the library and what the people could do to make their voices heard. Assemblywoman Suzanne LaFrance attended a Boosters meeting to listen to their concerns and to learn more about the Gerrish Library. The Boosters and the community were successful in their advocacy and convinced Mayor Berkowitz to strike that line item off of the Library budget. He announced his decision at a packed open house meeting in the Girdwood Community Room on September 21. Last September, an average of 21.25 people came to each Family Storytime program, and this September, an average of 38.33 people came to each Family Storytime program. This shows that our Family Storytime is remaining a dependable, literacy-based pre-k program in Girdwood.

Community Relations/Foundation/Friends

Charette: Overall issues raised more questions than answered them:

- How do we serve the clientele that needs us most (low-tech, low income, minimal education) without alienating the clientele that votes for bonds and makes donations (Internet at home, e-readers, go to restaurants and arts venues for entertainment)?
- How do we modernize our community's perception of library and improve our marketing for our services and products?
- How do we take all of these pie-in-the-sky ideas for the future of Loussac and wrangle them into actual projects?
- We're not ready to launch a public fundraising campaign for Loussac; we need to take a year or so to continue building relationships and get the most out of the new building before we start with a big renovation campaign. Continue regular tours and discussions with major funders.

Youth Services

- Renowned children's author and illustrator Rosemary Wells (of Max and Ruby fame), as part of her statewide tour, gave a presentation entitled "Booking up our Kids." She also brought original artwork that was on display after the presentation
- Teens: Banned books presentation at Nerd Nite, a popular local community event, and at West High school.; Outreach at Hanshew Middle School--outreach focused on digital and online resources; other outreach at Senshi Con pop-up library; Hosted official Magic the Gathering tournament
- Youth Programs - direct month-to-month comparison September 1-30, 2016 with September 1-30, 2017 (Same staffing levels in YS both months). A lot of the increase in programs offered and total attendance from 2016 to 2017 can be attributed to the work of Kelsey Skrobis and Jon Ebron as YS and Teen librarians, respectively. They actively create and promote youth and teen library events. They work collaboratively with each other and with other library departments such as Adult Services.

Total programs Sept 2016	36
Total programs Sept 2017	44 (increase of 24%)
Total attendance Sept 2016	1160
Total attendance Sept 2017	1437 (increase of 24%)

Adult Services

- Adult Services partnered with ACLU-Alaska, the Alaska Bar Association, Anchorage Youth Court, and Welcoming Anchorage to put on the Civics Fair. We had 13 organizations use the Library Atrium as a tabling space, while we had a variety of speakers in the Assembly Chambers. Speakers included Mayor Ethan Berkowitz, Mara Kimmel, and Judge Chung.
- Adult Services also partnered with UAA/APU Consortium Library, Alaska Library Association (Anchorage), and ACLU-Alaska to promote Banned Books Week. Programs included reading pieces from censored books and showing the 1962 version of LOLITA. While attendance for the film was low, we did have a demonstrator urging people not to attend. The negative reaction to the film, enhanced the discussion and the need for free speech – as well as the need to take things in context, rather than cherry picking the offensive parts.

A group of kids at Minecraft Mania were having such a good time, they asked if this was happening again next year. When Kelsey told them this was the only Minecraft event we had planned but, given the level of attendance, we may be able to host another event, they excitedly gave her some feedback (such as hosting Minecraft mini-competitions). As they were leaving, they waved and said, "See you next year!"



Children at the Astronomy for Kids program with the Anchorage Museum Planetarium Director experiment with sunlight and shadows.



Planetarium Director Aaron Slonecker demonstrates how to make a cloud using alcohol and pressure in a sealed environment.



"Silly Storytime Friends" at Muldoon



Banned book trivia winners



ULC Statement on Race and Social Equity

As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on tough issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

Municipality of Anchorage
Library Advisory Board Agenda
Z.J. Loussac Library
Alden Todd Board Room
December 20, 2017
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
			Lo Crawford
			Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Consent Agenda

- a. December 20, 2017 Agenda
- b. October 18, 2017 Minutes

3. Discussion/Action Items

- a. Election of Officers
- b. Update on Budget outcome
- c. Director's Report
- d. Update on Potential Board Appointments

4. Mission Moment: AK Room visit to flooded area

5. Potential Agenda Items for Next Meeting , January 19, 2018

6. Adjournment

**Municipality of Anchorage
Library Advisory Board
Minutes**

Date: October 18, 2017	Location: Mountain View Library
------------------------	---------------------------------

Board Members				Staff
X	David Levy, Chair	EX	Nancy Hemsath	Mary Jo Torgeson, Director
X	Lucy Flynn O'Quinn, Vice Chair	EX	Lourdes Linato-Crawford	David Adkins-Brown, Mt View Branch Mg
X	Cristy A. Willer, Secretary	X	Jonathan Bittner	
X	Barbara Jacobs	EX	Kirk Rose	Guests
EX	Lupe Marroquin	EX	Quincy Taylor, Teen Rep	Clare Ross, Ofc of Econ Development

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:45 p.m.	
Person to be heard	None.	
Mission Moment	(a) Clare Ross re: Downtown Library plans, including "Visit Alaska," helping with tourist questions through local experts. (b) David Adkins-Brown introduced himself & provided written info re: his background and current Mt. View events. (People don't understand that library books etc. are <i>free</i> .)*	
Consent Agenda	<ul style="list-style-type: none"> Agenda approved unanimously, with the addition of "f. Open board seat." Minutes of 9.20.17 approved as amended to show David excused (Lucy moved, Jon seconded). 	
Discussion/ Action Items	Discussion	Action
	a. <u>Officer Election Nominations</u> . b. <u>Director's Report</u> . In addition to written report, discussion included the recent Charette and the library as a democratic institution, and problems with the outside book drop buttons. c. <u>Urban Library Council Statement on Race & Social Equality</u> . Discussion re: the need for more diversity (staff & board) and more community input. Recommended a suggestion box on the website. d. <u>Review of budget</u> . The proposed cut has been reduced, but if enacted will still create lost positions, reduction in hours, loss of materials and technology. e. <u>Update on advocacy</u> . Board members were strongly encouraged to meet/call/write assembly members and attend upcoming Assembly budget meeting. f. <u>Open board seat</u> . Members made several suggestions.	a. Postponed to November mtg. b. none c. none d. 10/30 meeting with mayor planned; Lucy and David represent LAB. e. Mary Jo will re-send talking points. f. none
Comments	a. Members were given code language for all Alaska State Program Advisory Boards and several out-of-state Library boards, in response to Strategic Plan item 12 "Review Municipal code for LAB duties and description."* b. This was Lucy's last meeting! She was showered with love and a small token of our affection.	
Adjournment	Meeting adjourned at 7:20--Jon moved, Barbara seconded.	
Next Meeting	Virginia will staff the next meeting, as Mary Jo will be out of town. Cristy will also be out of town, so someone else will have to volunteer to do minutes—enjoy!	

*(Please attach Mr. Adkins-Brown's document and the Program Advisory Board documents to the file copy of these minutes.)

2018 PROPOSED OPERATING BUDGET

Department Name: LIBRARY WITH CUTS AFTER 11/21 BUDGET PASSING												
Exec. Mgr's Rank	Dept's Rank	Division	Description	Fund	SAP Fund Center (PS Deptid)	SAP Commit Item (PS Acct)	PCN(s)	# of Positions(s)	(V) Vacant or (F) Filled	Direct Cost Dollar Amount Increase / (Decrease)	Non-Property Tax Revenue Increase / (Decrease)	Property Tax Under Charter Limit Increase / (Decrease)
	1	Branches	Library Assistant 2 Girdwood	101	5364		6809	1	F	\$ (72,510)	\$ -	\$ -
		Patron Services	Library Assistant 3 - Loussac	101	5372		3803			\$ (87,905)		
	8	Adult Services	Library Assistant 3 - Loussac	101	5371		3791	1	F	\$ (69,028)	\$ -	\$ -
	5	Admin	Professional services - promotion of library rental spaces	101	5355	3101				\$ 20,000		
	11	IT	Communication/Broadband connection	101	5382	3201				\$ (50,000)		
	12	Collection Mgmt	Materials reduction	101	5383	3838				\$ (75,000)	\$ -	\$ -
	2	Branches	Reduction of OT	101	5364	1201				\$ (1,500)	\$ -	\$ -
	2	Adult Services	"	101	5371	1201				\$ (1,100)	\$ -	\$ -
	2	Circ	"	101	5372	1201				\$ (1,500)	\$ -	\$ -
	2	Youth Services	"	101	5373	1201				\$ (1,600)	\$ -	\$ -
	2	Technical Svcs	"	101	5381	1202				\$ (500)	\$ -	\$ -
	3	IGC	Added custodial costs	101	5371	6000				\$50,000	\$ -	\$ -
	4	IGC	Added building security for first floor, combined with reduction of 18 hrs/week	101	5371	6000				\$ 33,500	\$ -	\$ -
	1	Admin	Meeting room, café revenue and new passport services pilot	101	5355	9733				\$ -	\$ 129,140	\$ -
TOTAL										\$ (257,143)	\$ 129,140	\$ -

Position 3803 was eliminated instead of 3794

REINSTATED WITH \$125k

Exec. Mgr's Rank	Dept's Rank	Division	Description	Fund	SAP Fund Center (PS Deptid)	SAP Commit Item (PS Acct)	PCN(s)	# of Positions	(V) Vacant or (F) Filled	Direct Cost Dollar Amount Increase / (Decrease)	Non-Property Tax Revenue Increase / (Decrease)	Property Tax Under Charter Limit Increase / (Decrease)
	7	Adult Services	Librarian 1 - Loussac 4 hr position	101	5371		3773	1	F	\$ (6,898)	\$ -	\$ -
	7	Adult Services	Librarian 1 - Loussac 4 hr position	101	5371		3784	1	F	\$ (6,817)	\$ -	\$ -
	10	Circulation	Library Assistant 2 - Loussac	101	5372		3816	1	F	\$ (64,153)		
	10	Circulation	Library Clerk - Loussac	101	5372		6235	1	F	\$ (20,379)		
	4	IGC	Added building security for first floor, combined with reduction of 18 hrs/week	101	5371	6000				\$ 26,753	\$ -	\$ -
TOTAL										\$ -	\$ -	\$ -

LIBRARY DIRECTOR'S REPORT

November 15th, 2017

Branches:

Eagle River: Branch Manager Nancy Clark attended her first CER Chamber of Commerce meeting as a new member, and was introduced to the crowd of 50. DVR counselor Michaela Phelps came out for two afternoons to give computer users assistance in completing job applications online and answer employment questions. She helped several people with employment questions, public assistance questions, military employment assistance, and job applications and processes. She felt it was well worth her time, and talked to her supervisor about coming out again in November. With the concern here in this community regarding the closure of the Job Center, we're happy to be able to provide this service.

Girdwood: October was full of fun and programs in part due to Halloween, ASD conferences, half-days and in-services days. In total we had 22 programs and had 323 participants! Family Storytime continues to be extremely well-attended, with an average of 44.5 people in attendance for each program, which is continuing our increase from September's 38.33 average.



A young patron at our Halloween Fun program. –no photo release–



Cleary Donovan, a Girdwood Goldstitcher.

Mountain View: Code For America held an event in our Community Room to promote their website www.starthereanchorage.org, which is the culmination of their yearlong project to create better ways for people to find jobs in Anchorage. They also created job search apps that are popular. Both the website and the apps are useful in the MV Job Lab and will greatly improve our ability to generate reports and get real numbers on the job seekers we serve.

Muldoon: No report this month

Youth Services

Librarian Kelsey Skrobis started a monthly Code Camp for kids to highlight STEM skills. Librarian Linda Klein attended the Southcentral Foundation's preschool program Read for the Record and presented a storytime for over 120 attendees.

Adult Services

Librarian Sarah Preskitt was accepted into Leadership Anchorage and will begin the program on November 4th. Clare Ross and Sarah Preskitt co-wrote a grant that was accepted for funding by the Alaska Mental Health Trust Authority for \$75,000. The grant will partially fund a full-time social worker to be based at Loussac Library. They are currently working on securing the final \$20,000 needed for the project.

Alaska Collection Librarian Doug McAllister and Librarian Jill Galbraith created a booklet to celebrate Anchorage Public Library's 150th Anniversary. The book was printed by Reprographics.

We successfully recruited more skilled volunteers, including a UAA pre-med student with an undergraduate degree in mathematics. She is taking on a statistics project with us to measure the success of the Job Lab. We have had three patrons report to volunteers in October that their job searches were successful due to the help they received at the Job Lab.

October 7th-Bra decorating program in the Learning Commons. The bras were part of a Breast Cancer Awareness display on the third floor.



LIBRARY DIRECTOR'S REPORT

November, 2017

2018 Budget

Originally, each department was asked to reduce their budget by 10%, which equaled \$839K for the library. The Mayor opted to reinstate some of the cuts with a final budget reduction of \$456,756, which included the loss of some positions, cuts in materials (\$125K) and technology (\$50K). Our Friends, Foundation and especially our Library Board lobbied the Assembly and Assemblymembers Rivera and Constant attempted to put \$239K back into budget and those amendments failed. What was put back in was \$125K for Sunday hours. During the first quarter 2018 budget revision we will appeal to the Assembly again for additional dollars.

In the meantime, staff are NOT losing jobs, due to a decision to leave some positions open. That said, we will be losing open positions, one in Patron Services and one in Adult Services. We will also be open on Sunday but will be closing at 8 PM Mon-Thur next year. We will also be reducing the hours open in the Alaska Collection. A final determination has not been made on the exact hours. Finally, we will be using some of the \$125K for Loussac first floor security staffing.

Loussac General topic:

- Renovation: Stairs from level 1 to 2 are completed; new elevator from 1-4 is completed; no date or information on the tile
- Roughly 76% of check out is being accomplished through self check out. Staff have been instrumental in helping us achieve those numbers.
- Website numbers: Our website usage numbers have increase by 26% between Oct and Nov of this year.
- Alaska Room Flood: At this point it is unclear how many items we have lost. It could be an opportunity to rethink placement, particularly since MOA is self-insured with the first \$100K coming out of the department. Regardless, the collection will be closed indefinitely. We will be working to integrate some of the collection to ensure the public continues to be able to retrieve materials they need.

Branches:

Muldoon:

- From September to the end of November Kristin's Early Literacy programming attendance has tripled! This speaks to the quality of both her programs and hard work for the Muldoon community.
- Kristin's Thanksgiving program—A Charlie Brown Feast—was well received by children and their adults. The final touches were added to Tom Turkey (see below) and other crafts enjoyed. Snacks were available while Charlie Brown's Thanksgiving played.

Eagle River:

- Department of Vocational Rehab visited twice to help people applying for jobs. They will be getting local office space back and will no longer need a study room to help clients.
- Branch Manager was a judge in the poetry contest and HS Department Chair added, ""Thank you...for managing a well-run library".

Mountain View:

- We had an excellent round robin discussion where people from across the community came together to learn and speak about restorative justice. This program had a total of 47 people attend from as far away as Palmer. The legislative aids for Rep. Tarr and Sen. Begich brought in a speaker from the East Coast as well as channel 11 news. The mayor's office was present as well as representatives from UAA and ASD. You can see the Channel 11 story [here](#).

- The Pacific Islander Club has been growing in numbers but still draws kids hovering around 8-9 participants each week and providing a warm, safe space for students who are otherwise locked out of the house until later in the evening.
- We continue to see people stop by the library telling us they have located employment due to their interactions with the Job Lab. We have begun exit surveys when we can make contact.
- The National Parks held a Match the Scat Program (all silicon replicas). They saw about 40 kids stop by to pick out animal poop and guess what the Alaskan animal was. It was very realistic as well as humorous.

Girdwood:

- Administration sent a full time staff member to Mt. View Branch, which is one less FT person in the building. Staff has had to cancel several recurring programs, and not plan as many programs as we normally would have. Cancelled programs have included our weekly Wii Gaming for kids and teens, and our monthly movie night for adults.
- The storytime programs have an average of 10 participants and is the most popular program.

Youth Services

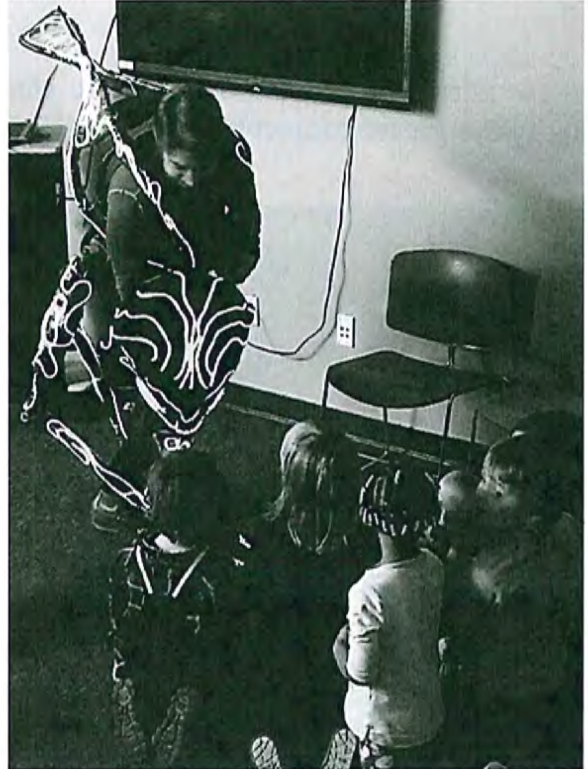
- Helped launch the new webpage, including book lists, the teen page
- Started issuing cards and replacement cards at the youth desk. This improves service, especially to families who can find it hard to take kids up and down stairs to deal with account issues. We now do basically everything on cards except take fines (and then we point people to the computer to pay online). This also helps out our colleagues in patron services.
- UAA professor Hillary Seitz brought ten of her early childhood ed students to Loussac for a training in early literacy and storytimes. After going through the elements of early literacy principles and how they are applied in a storytime setting, one of the students explained that she had brought her own children to storytimes at the library, and she was grateful to hear the reasoning behind why what we do in storytime. She said she will apply these principles in her classroom. (Staff: Linda Klein)
- Bilingual storytime continues in American Sign Language and Spanish. We received early childhood activity guides from Best Beginnings in Spanish to give out at Spanish Bilingual Storytime. (Staff: Linda Klein)
- Hosted many events with Teen Writing Society for National Novel Month. (Staff Jon Ebron)

Adult Services

- We received a \$75K grant
- The new website had gone live. This has been a major project for Kristie Nelsen, who has been devoting most of her time to creating content and website testing.
- The Job Lab will be expanding to Muldoon Library and Beans Café! Sarah McBryde will be training Beans volunteers to work at the Job Lab in December. Here are successful stories of people finding jobs:
 - In November the job lab served 75 patrons at two locations. We had four Job Lab participants report that they had found employment.
 - One of our volunteers by the name of Lindsey was also able to get help in her own job search. She was applying for a part time seasonal job with JoAnn Fabrics, and we helped her prepare for the interview. She got the job, and has even been asked to stay on as a full time, permanent employee.
 - An older gentleman came into the Job Lab looking for work after a surgery. The surgery he had caused him to lose his old job, and he was looking for something more in line with what he is physically capable of. A volunteer sat down with him, helped him look for a job, and gave some advice on how to find something within his capability. A week later, the gentleman sent the volunteer an excited email about how he had found a job with flexible hours, and how happy he was to be working again. He later came back to the Job Lab to thank us personally.



Children place tail feathers on Tom Turkey as part of MD's Thanksgiving Feast!

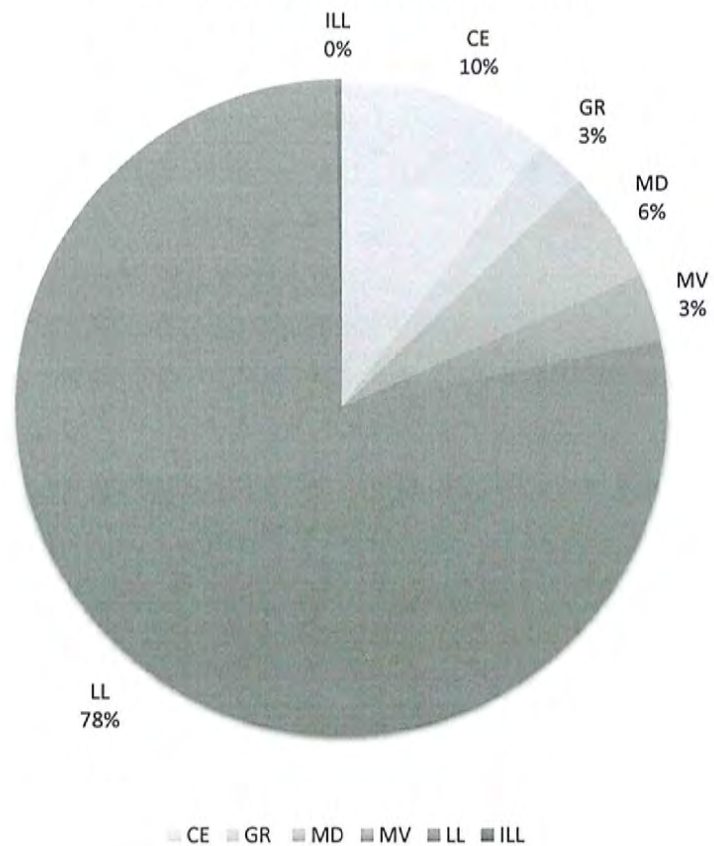


AK Junior Theater visits MD

National Parks Scat program

APL October 2017 Circulation Stats							
	CE	GR	MD	MV	LL	ILL	Total
Circs	10,709	2,659	5,715	3,469	80,571	304	103,427

APL Circulation October 2017



**ANCHORAGE PUBLIC LIBRARY
2017 PERFORMANCE, VALUE, RESULTS, QTR 3**

Mission

Anchorage Public Library provides resources to enrich the lives and empower the future of our diverse community, while preserving the past for generations to come.

Library Core Services:

Excelling As a Community Learning Center

- Education: Self-directed and classes
- Information: Materials, research and instruction
- Technology: Computing access and services
- Exploration: Programs, reading, viewing, listening

Major Use Indicators and Performance Measures

1. Facility Use
 - Increase Loussac visits between July and December by 20%
2. Resource Use
 - Increase Virtual visits; increase computer use by 5%
3. Program attendance and Materials Circulation
 - Increase circulation by 2% and program attendance by 2%
4. Increase Youth Library Cards by 5%

Mayor's Mission for APL – 3rd Quarter progress:

- Increase opportunities for our children's success when they enter school by teaching the foundations of reading, social skills and, creative skills through early learning educational activities.
 - Our Summer Discovery programs very well received and we noticed an increase in Adult participants as well as Adult Finishers. Although, the Loussac closure impacted program attendance and signup statistics. In spite of that, we still broke records on signups and finishers and improved the percentage of finishers.
 - Our Early Literacy Librarian presented a training at Thread for early childhood professionals. After the training, 87.5% stated that their knowledge of early literacy improved, 75% stated that their appreciation of early literacy improved, and 75% rated quality as "very high" or "high".
 - While we had fewer programs during the Loussac closure, our Teen and Youth Services librarians have worked to add additional programs after the start of the school year. We saw a 24% increase in program attendance in September over the same month last year.
 - As part of the second year of the ASD/APL partnership, over 40,000 students signed up electronically for library cards, an 18% increase over the previous year.
- Improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources and programs/events.

- We have started the second year of our partnership with UAA to bring in social work interns. We are now utilizing the social work interns at Loussac and at Mountain View. With the increase of homeless individuals and families visiting the library, as well as at risk youth, we found that staff were often asked for assistance in areas that were beyond the scope of their training. This partnership brings much needed help to individuals in a trusted accessible location and fits with the library's mission to empower individuals to improve their lives.
- We have been heavily involved with the Mayor initiative "Welcoming Anchorage" and have hosted three events

FACILITY USE: GOAL: We are amending our original strategic planning goal to solely reflect increasing patron visits by 20% from July to December.

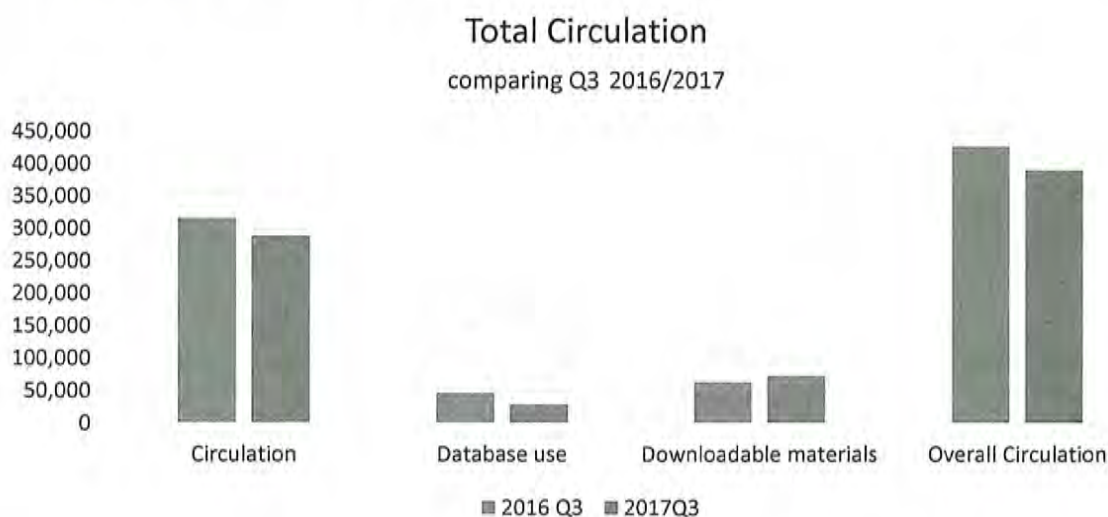
- The Loussac location was closed for part of July and our facility visits and circulations numbers reflect this. We did see an increase in visits between Q2 and Q3 by 27% and expect to see a similar increase in Q4.
- We anticipated that the Loussac renovation would be completed in the first quarter of 2018. Six months later we still do not have the new stairs nor an elevator.

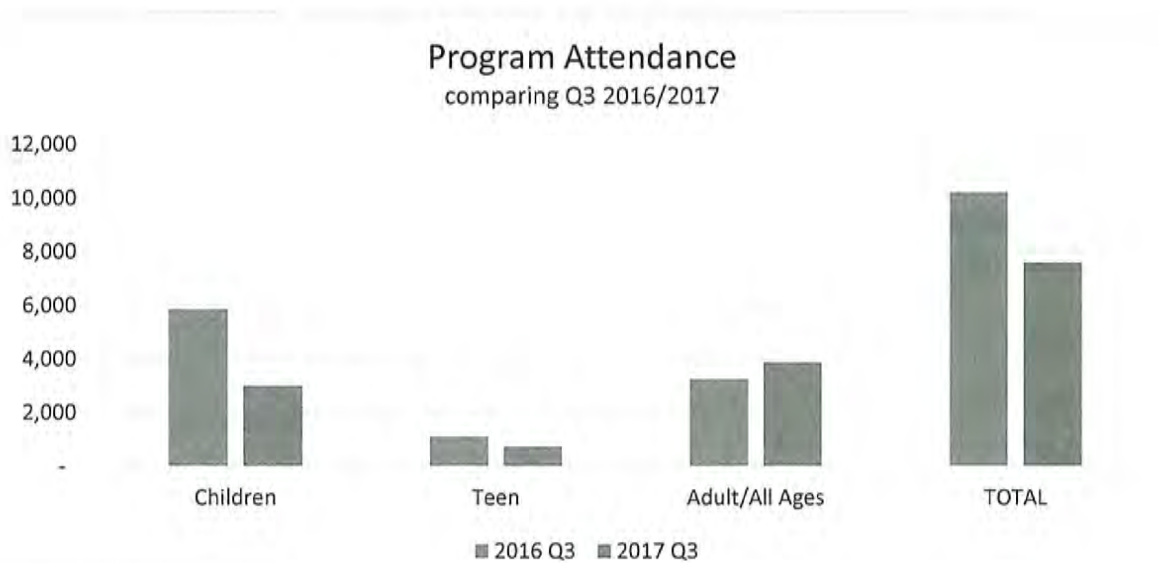
RESOURCE USE: GOAL: Increase use of virtual products by 2% and computer use by 5%

- It is noteworthy that, while our physical locations may have seen a decrease in attendance due to construction and confusion about closures, our virtual visits showed a true increase. Our website during Q3 2017 were 193,446, an increase of 35% over Q3 2016.

PROGRAM ATTENDANCE AND CIRCULATION: GOAL: Increase circulation by 2% and maintain program attendance at 2016 levels

- We saw an increase in our downloaded items or virtual circulation. We had 72,497 items downloaded from our virtual collections in Q3 2017, a 12% increase over Q3 2016.
- Program attendance continues to be down due to the construction at Loussac and we had fewer programs during the Loussac closure. However, in September we saw a 24% increase in program attendance over the same month last year. We also continue to see an increase in adult program attendance. This can be attributed in part to the new emphasis on whole family participation in Summer Discovery program as well as the growing popularity of our Job Lab and other career oriented programs.





Overall Accomplishments

- The BIGGEST: staff reopened the library, and as part of that process:
 - Moved shipping/receiving twice
 - Move the entire process of checking in materials twice
 - Worked with a vendor to set up automate handling
 - Initiated two LEAN Sigma Six projects, with the end goal of improving the workflow so that materials would more efficiently get to our customers faster. We had two teams: one in Patron Services and one in Technical Services.