

Municipality of Anchorage
Library Advisory Board Agenda
Virtual Zoom meeting
Wednesday, April 15, 2020
5:30 p.m.

1. Call to Order

2. Roll Call

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

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

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Consent Agenda, April 15, 2020	Chair	1 min	
Approval of Minutes –February 19 Minutes (No March meeting)	Chair	2 min	
Mission Moment: : Kristie Nelson, Virtual Librarian, review of google analytics	Nelson	15 Min	
Bond Update	Cole	10 min	
Library Board Workplan Review	Chair	10 min	
Staff Updates Director Report	Cole	20 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> May 20, 2020, 5:30-7, Virtual Meeting 			
Board Comments and Adjourn			

**Municipality of Anchorage
Library Advisory Board
Minutes**

Date: February 19, 2020	Location: Loussac Board room
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Board Members				Staff
X	Nancy Hemsath, Chair	EX	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	
X	Cristy A. Willer, Sect'y, arr. 6:00	X	Wei Cheng	
EX	Barbara Jacobs	EX	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:38 p.m.	
Person to be heard	None.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> Agenda approved (Sarah/Lo). Minutes of 1.15.20 approved (Lo/Wei). 	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <u>LAB Work Plan</u>. Board requested revisions in the Draft Work Plan regarding the order of goals. <u>Proposition 7 Bond</u>. Mary Jo distributed talking points and fact sheet. <u>Public Assembly Policy</u>. Attached draft was discussed. <u>Director's Report</u>. Attached. Mary Jo announced her retirement as of 6/5/20. <u>Location of meetings next year</u>. <u>All-board Retreat feedback</u>. <u>Beyond the Stacks (4/11)</u>. 	<ol style="list-style-type: none"> Revisions attached. Tell Mary Jo how many will be visiting Assembly members so she can provide flyers. Action deferred until March or April. Mary Jo was asked to provide source for data on early literacy. [done] See below for locations, mission moments of upcoming meetings. None. Nancy will rent a table and invite board members.
Comments	None.	
Adjournment	Meeting adjourned 7:14 (Jamie/Wei).	
Next Meeting	March 18, 2020, Alden Todd board room Agenda items: (a) Beyond the Stacks; (a) Strategic Plan review; (b) Discuss reformatting minutes.	

Location & Mission Moment for upcoming meetings:

<u>Month</u>	<u>Location</u>	<u>Mission Moment</u>
April	Loussac	Mary Jo: tour
May	Mountain View	Rayette: Google Analytics review
June	Girdwood	--
July	--no meeting--	--
August	Eagle River	--
September	Muldoon	--
October	Loussac	Laura Baldwin: Collection HQ (how we choose to buy)
November	Loussac	John Ebron, Teen coordinator
December	Loussac	--

Anchorage Library Advisory Board Draft Work Plan | January 31, 2020

The role of the Library Advisory Board is to:

- Serve as ambassadors between the community and the Library
- Serve as ambassadors between the Library, the Anchorage Assembly, and the Mayor's Office
- Develop relationships with community leaders and local, state, and federal policy-makers so that they understand the role of the Library within the Municipality of Anchorage and the state
- Oversee the mission of the Library and keep it relevant to the needs of the community
- Review the Library's budget, operations, and policies

In that role, the Board supports existing structures, advocates for and promotes current programs and future needs, enhances community liaisons and builds connections, and develops networks and partnerships on behalf of the Library.

In 2019, the Library adopted a new strategic plan that was reviewed and approved by the Library Advisory Board. Its priorities act as the template for the Board's work plan.

Goal: Education & Skills for Life

Desired outcome: Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.

Short-term goals and actions	
Action Step (verb)	Deliverable (noun)
Develop and revise as needed a list of community partners. LAB members could be tasked with this, perhaps on a rotating basis.	The LAB is a conduit between staff and community organizations and resources that focus on early childhood development.
Research and establish potential partnerships	Help in disseminating materials that highlight the importance of reading and the library's resources.
Through our connections, encourage participation in youth programs	Enhanced networks for information.
Partner with library staff to assess underconnected or missed connections	Supported and enhanced literacy engagement in the library and the community

**Anchorage Library Advisory Board
Draft Work Plan | January 31, 2020**

Mid-range goals and actions		
Action Step (verb)	Deliverable (noun)	
Establish connections with identified programs and share what libraries offer in the 21st century.	Pool of Board volunteers to share info; e.g. tutors, post-secondary info, apprenticeships etc.	
Explore partnerships with adult literacy programs, Adult Learning Center, and Nine Star	New connections for library staff with adult literacy programs	
Invite Les Gara and other foster program advocates to be part of LAB or resource pool	Connection and advocacy to foster parents about the resources available at the library.	Connection about the r

Goal: A Bridge to Information and Resources

Desired outcome: Anchorage is an engaged and well-informed community; the Library seeks to be the trusted institution that connects people to non-biased information, experts and materials, and adapts with the changing needs of our community.

Action Step (verb)	Deliverable (noun)
Ask staff where they would like us to focus our attention	A more informed LAB that can advocate for library needs
Partner with library staff to assess community interest and needs	More connected staff and, in turn, a more connected community
Continue to advocate for the annual budget concerns	Yearly, if not quarterly, meeting(s) with mayor/assembly members
Continue to advocate for public transit access	New bus stop by Loussac Library
Advocate for change in ebook pricing	A more equitable ebook pricing policy and rescinded Macmillan policy

LIBRARY DIRECTOR'S REPORT

FEBRUARY, 2020

Branches:

Muldoon:

- A candidate has accepted the Youth Services position and is moving from New York, where he has been working for the Queens Public Library in Flushing.
- We received a call from a young lady who lives in LA seeking assistance for 98-year-old father, who is a big reader but not a computer user. Staff explained to the daughter over the phone how to put an items on hold. The father came in three days later to pick up holds and both daughter were very pleased for the great service.

Eagle River:

- Sue Sommers is settling in as our new YS librarian. We completed interviews for the part-time range 8; this should finally have us fully staffed for the first time since Dec 1, 2018.
- We've seen a significant increase in preschool storytime attendance per program from one year ago.
Feb 2019: 12 programs; total attendance of 281; high of 36; average: 23.4.
Feb 2020: 4 programs; total attendance of 191; high of 65; average: 47.75.
- New preschool program one Saturday each month beginning in March. Start with Art is an art-focused storytime geared towards reading about various artists and their techniques before creating some masterpieces of their own.
- We're working to get Pawsitive Reading off the ground at CE. This may also be an opportunity to partner with the Chugiak-Eagle River Senior Center, perhaps inviting children to read to both dogs and seniors.

Mountain View:

- Youth Services has been on fire with programming and outreach. Keelin has been doing 3 Storytimes and 4 – 5 other youth programs each week.
- Outreach: Keelin and Rayette attended the Bettie Davis African American Summit. The event held at Bartlett High School. The event had over 80 vendors, and we talked with both Sen. Tom Begich and Rep. Garen Tarr as well as Assembly members Felix Rivera and Forrest Dunbar. Approximately 75 people stopped by our both.
- We are continuing to work with the Alaska Humanities Forum to host community dialogs. In February MV held its first People's State of the Union conversation with 15 attendees.
- Poetry Out Loud saw 21 attendees including POL competitors and their families, as well as contest judges. For most of the folks in attendance it was their first time at the Mt. View Library.

Girdwood:

- We did an adult program of making wool dryer balls. February library visits have been slow due to great skiing weather.
- Staff are planning spring gardening programs and the seed library.



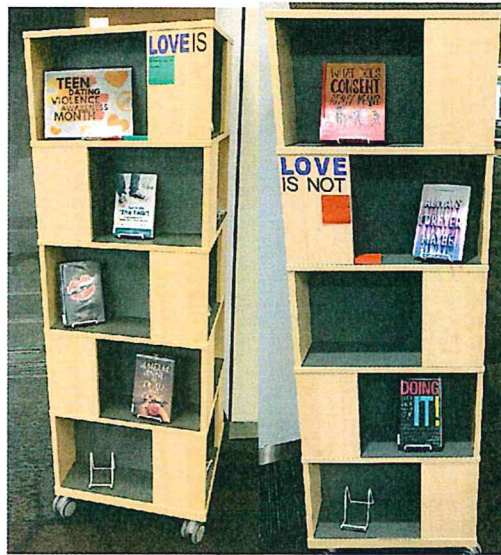
Mt View Poetry Outloud

Youth Services

- Fostering Readers – a program on reading and creating recipes and cookbooks! Part of our new series aimed at emerging literacy (Kindergarten to 2nd grade).
- Special Valentine's making patron directed activity on Saturday 2/8.
- Continuing our new story times – Start with Art, this month focused on Matisse. And Mindful Storytime was tried on a Saturday
- Teen Services worked with Adult Services for a dating violence awareness month passive program & display.
- Teen program: partnered with Alaska Commission on Post-Secondary Education to help teens and help adults fill out the FAFSA for higher education.
- Monthly teen programs such as K-Pop party, Teen Writing Society, Teen Tech Time, Magic the Gathering, and more continued. Also started a new program, Video Game On!
- Tour for Highland Tech Academy and Cook Inlet Tribal Council teens
- Headstart outreach at KCI East and Willow Crest
- Tour/storytime for Turnagain Elementary kindergarteners
- Tour teaching research methods from the library catalog to database research to Winterberry Charter School 7th and 8th graders.
- STEM Night at Tudor Elementary school. Showed of STEM kits and talked to families about them. 150 people.
- Reading night at Lake Otis Elementary. One of the required family nights in a Title I school. Issued Library cards and talked about library being fine free.

Adult Services

- Stacia presented at Who's Doing What About Climate Change in Anchorage and Beyond? on February 4th. Our message was read, return, repeat.
- AS partnered with the Japanese American Citizens' League for Remembrance Day. More than 80 people attended the film and discussion.
- Nicole partnered with Jon and another Anchorage organization to create an interactive Teen Dating display. This was covered by KTVA.



Dating Violence Teen Display

Community Relations

Library Foundation:

- Working with Senior Centers on Prop 7 bond campaign; ALF donated \$5K, Anchorage Senior Center donated \$8K, Rasmuson donated \$25K – hired Northern Compass Group to run campaign and Anchorage Tomorrow is processing everything to keep us straight with APOC.
- Made a \$1100 grant to Library for Early Literacy labs at WIC offices and \$2500 for STEM kits from fall campaign: also purchasing some new furniture for Loussac youth services thanks to some generous donors
- Submitted grant to AK Comm. Foundation Social Justice fund for WIC early lit labs and books to distribute to McLaughlin and other youth groups.

Book donations: We give away TONS of books to groups in need throughout the year, including the school library for the town of Slana.

Community Resource Coordinator: keeping busy with making connections; success story: “One of our most vulnerable and hard-working patrons has been working long hours while homeless and undergoing medical care after he was attacked and beaten over the summer. Thanks to Catholic Social Services, he is moving into a midtown apartment and is going to keep working at his full-time job.”

Communications

- In February we continued Fine Free promotion shifting to external messaging including an op ed piece for the Daily News, paid radio and earned media. Misty Rose also designed and coordinated ads for Visit Anchorage (Room Rentals), Anchorage Concert Association (Library Use), Anchorage Senior Center (events/community and submitted a piece for a local magazine.
- Senior Care/Provider Breakfast (Loussac)
- Coffee With A Cop (Mountain View)

Social Media Highlight

From A Facebook : Two of our patrons experience homelessness shared a lovely thank you to the library.

#LibrariesAreForEveryone

Toyn Bryant: Library thanks for allowing a nice place, to charge our phone, and enjoy our cup of coffee!
Very appreciative! ♥

IT and Patron Services

Automation / Information Technology

- Finished adjustments to the new online Passport Reservation System, it goes live in March
- Worked on plans for Staff Intranet with Internal Communications Committee
- Created Librarian in Charge (LIC) shared calendar so that LIC has quick view of schedules
- Created the Customer Specifications for a bid on the work in the Wilda Marston Theater
- Coordinated the live streaming of PLA in the Staff Conference room for staff

Patron Services

- Working to provide a Library Card to all new MOA employees so they would have instant access to our electronic resources. this process figured out by mid-February for roll-out in March.
- Working to allow patrons the option to renew their library cards via email if their information hasn't changed.
- Language in the Expiration email has been changed and encourages the patron to review their information in the personal tab of their account page - there is a button to renew their card from there.
- All Circulation staff have reviewed the circulation manual; we've answered questions and have identified places that need clarified further.
- Reorganized the Holds Processing Station in the AMH Room to be more Ergonomic and space saving - have cleared/utilized floor space more effectively.

Collection Management Services

- Ordered approximately 3,000 new items and processed 3,564 new items
- CMS Manager responded to a Intellectual Freedom challenge of Spinning by Tillie Walden. The graphic novel had been placed in J by a previous selector, which was an error; we have moved the title to Y.

LIBRARY DIRECTOR'S REPORT

March, 2020

Library System During Pandemic:

- Library coordinated with teachers and school libraries to get online learning resources out and find books with multiple online copies for classes to read
- Shifted purchasing budget to online resources
- Instituted virtual programming with a mention in Reader's Digest
- Serviced Help line and Ask a librarian open
- Vetted information and education on COVID posted on website and social media
- Loussac is EOC, and several staff are working for EOC
- Librarian research projects for EOC

Branches:

Muldoon:

- At the start of our closure at MD staff began a variety of projects and trainings, including weeding, clearing circulation backlog, collection maintenance and cleaning.
- After AMEA staff was sent home, Jim continued to work alone at Muldoon. Among other activities, he is cleaning, shifting furniture, doing collection management, working with other APL staff through Teams, performing regular assignment, and completing projects already begun by staff.

Eagle River:

- Perhaps it's because the Chugiak-Eagle River community has seen the library close several times in the past 18 months, they are handling the CE Library closure surprisingly well, especially complying with the request to hold on to library materials until the Library has reopened.
- Between the Covers Book Club will be moving online during the COVID closure. Nancy will also be doing online book talks for the APL Facebook page.
- YS staff member Sue will be in the rotation for virtual storytimes during the COVID closure and is heading up the comic contest being run by YS.

Mountain View:

- Since the library closure, two of our regular patrons have been coming by every day to use the public Wi-Fi to work on their schooling. They are very understanding of the library closure and social distancing protocols but miss the staff.
- Libraries were closed to the public beginning on March 13. At that time MV staff began working on several much-needed big housekeeping projects – cleaning and organizing the Community Room, shifting and shelf reading and cleaning in the YS area, shifting, cleaning shelving media, and book stacks. We also undertook a deep cleaning of all hard surfaces, tables, chairs, desks, and book carts.

Girdwood:

Things certainly took a turn in the middle of the month when we had to close to the public on the 14th. We had been finishing out spring break with special programming, and then everything had to stop.

Adult Services

- March has been dominated by the COVID 19 Pandemic. In-Person library services ceased on March 14th. By March 19th AMEA staff was on admin leave and professional staff started transitioning to remote work, including answering phones and Ask a Librarian requests.

- We have hired Community Engagement Librarian, who will be responsible for reaching out to underserved communities. Her start date has been postponed until the library has reopened.
- Virtual Librarian Kristie created tutorials for Libby and Freegal, as well as keeping current our website
- Sarah has been working with Mara Kimmel to create a virtual archive/scrapbook of personal experiences during the pandemic.
- Reference Librarians have worked with EOC to ensure that 211 community resource information is accurate and up to date.
- Staff have been learning collaborative tools, like Microsoft Teams, to ensure that department communication runs smoothly during this time.
- Virtual programs have included: Book talks – staff will be releasing recorded book talks on Facebook and offering reading suggestions in the comments; Warm Up Anchorage Knit Along (with Cooperative Extension) takes place every Friday, 10:30-11am over Zoom and Mystery Book Club.

Youth Services

Programs Before 3/14

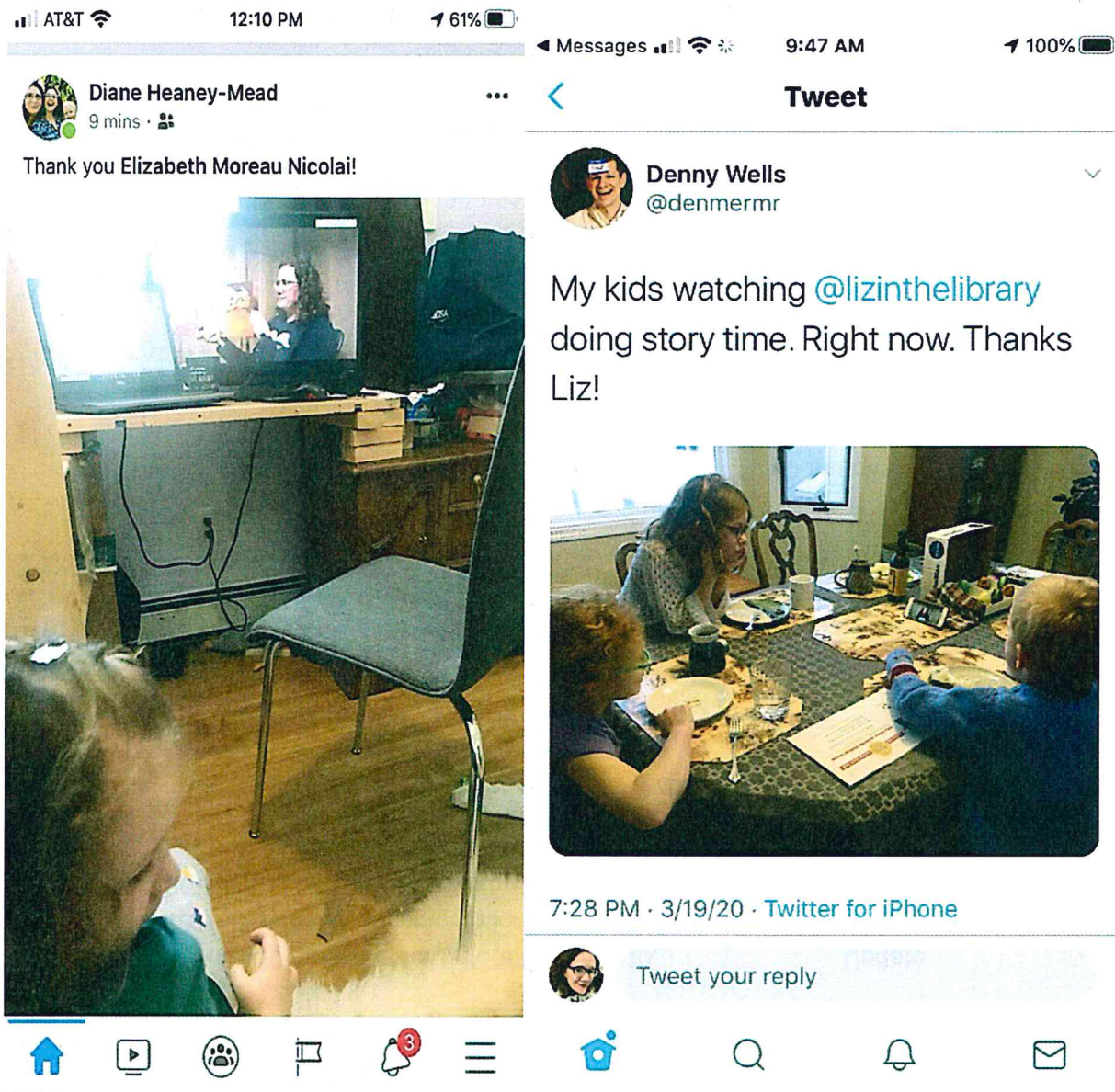
- Regular storytimes and special storytimes like Wee Be Jammin.
- Teen programs including volunteer Fridays, Video Game On, Uno palooza, and a K-Pop Party.
- Spring Break Programs – We had daily programs over spring break from 2pm to 4pm for school age. As the week progressed, attendance dropped dramatically as people got more worried about COVID-19. These programs included Movies, Puzzle Mania (solving and creating puzzles of all types), Dog Man Afternoon (our most successful program with 65 people), Cozy Coloring, a Girl Scout Tour, and a Building Challenge.

Social Media Impacts

- Teen Underground ran a “march book madness” where people voted via social media on the best books from a most popular list.
- Youth Services staff shared book recommendations of online books (Hoopla, Alaska Digital Library, and Tumblebooks) to be prepared into Instagram posts.

Virtual Programs/Projects After 3/15 : Library staff worked quickly to pivot to online programming, most notably online storytime. This required retraining in technology, research into copyright, and some trial and error. Our public has been receptive to these programs and we are seeing our storytimes enjoyed by Anchorage residents and as far abroad as Germany!

- 8 virtual storytimes. Counting people who engaged and watched for a longer time, we had 863 views of these.
- For two weeks we have partnered with Lee Post to do an online comic contest which has had 15 participants drawing their own comics.
- Created a resource webpage for families highlight APL resources and other free resources. We proactively reached out to Anchorage School District Staff to offer resources and highlight some of our best resources. This resulted in many school librarians and teachers sharing our resources in their communications with families as well as reaching out to us for more information. A lot of staff time has been spent on helping to support and educate them which is fantastic!
- Working on a variety of trainings, including prioritizing trainings and choosing ones to be appropriate to share with all staff.
- Updating booklists on our website and preparing booklists for eventual printing.



Ready to Read Alaska

- Presented storytime (5 classrooms, approx. 36 children) at BP Early Learning Center.
- Recorded and uploaded staff early literacy training to YouTube.
- Submitted ILC grant application for DirLead advertising initiative to promote library card sign up month. (September 2020) and Summer Reading (summer 2021)
- Continuing to record and upload Caregiver Chat videos to Ready to Read's YouTube channel so that content can be viewed and shared statewide.

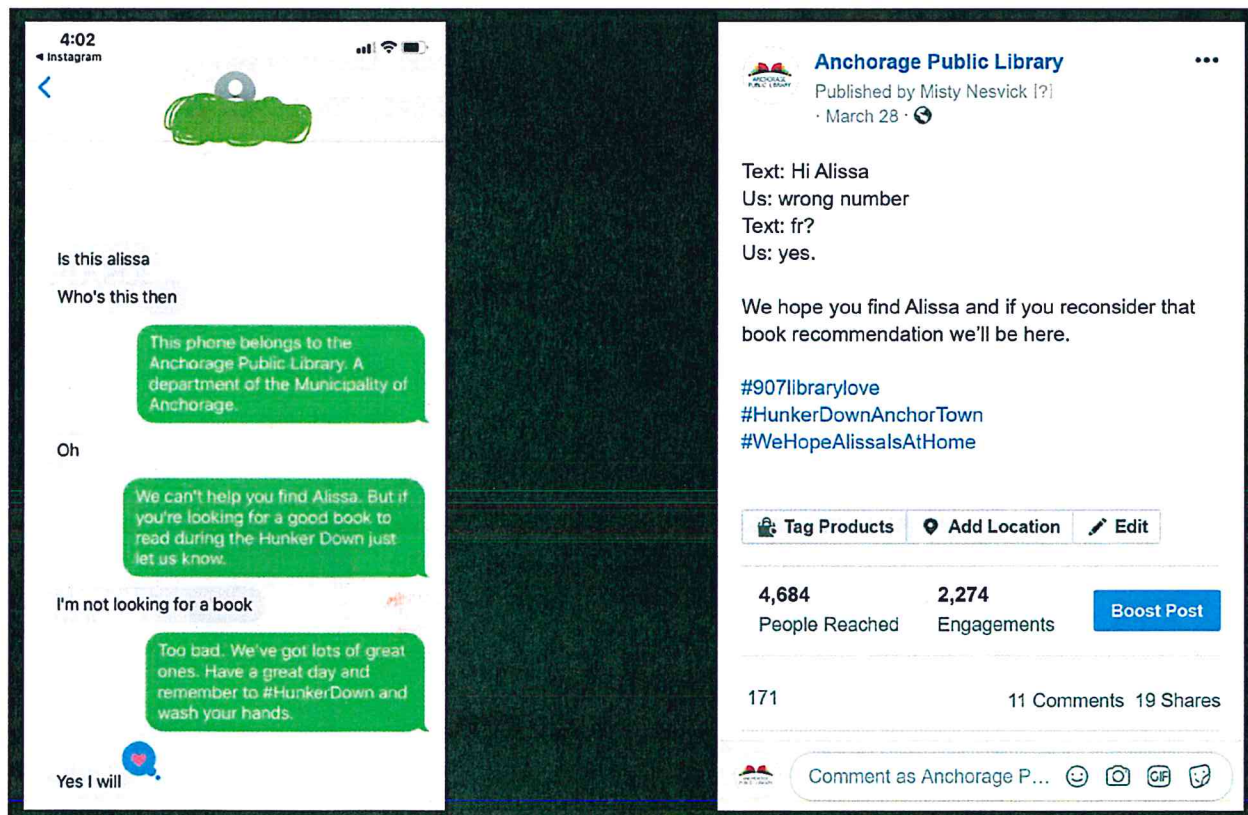
Library Long-Term Planning and Development

- **Library Foundation:**
 - Finished work on Prop 7 campaign.
 - Working with our consultant Amalie from The Foraker Group and AK Librarian Sarah Preskitt, preparing a grant application to National Endowment for the Humanities for the Alaska Room project. We were able to submit a draft for review on April 3 before the final deadline in May. NEH says they are so far sticking to this grant schedule.

- **Staffing:**
 - Rebecca (Community Resource Coordinator) has transitioned to help at the MOA Emergency Operations Center (EOC) to help with coordination of transport and services for people experiencing homelessness.
 - Misty Rose (Community Engagement Coordinator) is putting in hours for MOA EOC as well, with the communications team. She is also helping program staff coordinate online programs, handling APL COVID communications and helping with internal communications and staff morale.
 - Rick (Room Rentals) is transitioning to working from home. He is unfortunately busy cancelling events and refunding room rentals.
- **Community Relations:** The first half of March was dedicated to PROP 7 Information based campaign preparation and general library promotion. The second half of March consumed with COVID-19 activities including:
 - Tech support and marketing of virtual programs via APL social channels
 - Supporting EOC (Emergency Operation Center) JIC (Joint Information Center) needs
 - Coordinating APL COVID-19 external communications via web, social and e-mail
 - Coordinating and developing marketing for increased library digital materials

Social Media Highlight

After live Storytimes, our most engaging piece of content came from a wrong number text to our Library Communications cell phone.



IT and Patron Services

- Staff did multiple audits to determine the remote needs of staff. In the end, almost all staff were able to work remotely and Celia Hartz and Jacob Cole successfully deployed multiple machines, phones and MIFI. There are some job, like shelveers, that can not work remotely; or do not have the ability to work from home.
- There has been a lot of training for staff who were thrust into this remote setup more quickly than anticipated.
 - Over the last two weeks the Technology Coordinator has spent at least 5-7 hours per week troubleshooting with Staff about various things from Teams; VPN; Remote Connections; Accessing their Drives; Using Hotspots; Using CAMP

Patron Services

- All PS staff were sent home on 3/19 to increase social distancing and to slow the spread.
- There are ongoing issues with getting our mail deliveries in an orderly fashion but we'll continue to work with Vendors and the USPS/UPS/FedEx folks.
- The Supervision Team in PS has been doing a lot of brainstorming.
 - Considering how best to move forward when we reopen
 - Possible staggering of staff in the building once people can return to work
 - How to provide service if people still can't utilize the building to its fullest
 - How to get information to everyone
 - Projects that can be done remotely for the cleanest patron records upon reopen.
 - Baseline training to be done that has possibly fallen to the wayside.

Collection Management Services:

- Laura Baldwin, CMS Manager, has worked with vendors to hold our orders until we reopen. In addition, she and her team continue to purchase materials. We have shifted some dollars to add to the digital purchases, including an additional \$30K into the Alaska Digital Library.
- We increased Hoopla use per card by 2 per month. In March, we spend \$12K on just Hoopla.
- Staff are looking for free content so that we can add link to our website.

Community Resource Coordinator

Last week (3/28) I was brought on to join the EOC's Non Critical Transport team. The purpose of this Transport is to coordinate Covid-19 testing for folks with no other transport options, and also providing quarantine housing for those Persons Under Investigation (for Covid 19) who lack a place of their own to quarantine. This involves making sure they are served meals by the Salvation Army and receive their test results from their provider. This process is developing rapidly as we respond to the different questions each case brings.