

Municipality of Anchorage  
Library Advisory Board Agenda  
TEAMS meeting  
August 19, 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, August 19, 2020	Chair	1 min	
Approval of Minutes –June 17, Minutes	Chair	2 min	
LAB Strategic Plan Review	Chair	15 min	
Review of Mayoral Meeting and Next Steps	Chair, Director	15 min	
CARES Funding request	Director	15 min	
Circulation of Library Materials Policy	Director	5 min	Approval
Collection Management Policy	Director	10 min	Approval
Computer and Internet Policy	Director	10 min	Approval
Staff Updates Director Report	Director	15 min	Discussion
Next Board Meeting • September 16, 2020, 5:30-7, TEAMS			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: June 17, 2020	Location: Virtual Webex Meeting
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Board Members				Staff
X	Nancy Hemsath, Chair	?	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	Jacob Cole
X	Cristy A. Willer, Sect'y	X	Wei Cheng	Laura Baldwin, Collection Management Services
X	Barbara Jacobs	EX	Lucy Flynn O'Quinn	<b>Guests</b>
X	Lourdes Linato-Crawford			

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

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:30 p.m. Roll call required answering the question: "what are you reading now?"	
Person to be heard	None.	
Mission Moment	Laura Baldwin, Collection Management Services, explained that the collection budget has been the same for 13 years; Anchorage is much lower per capita relative to Juneau and Fairbanks. Funding has been distributed to Listen Alaska and Youth Services; conference money went to the network, Overdrive, Hoopla. We will track these expenditures until we discover a new normal.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lo/Wei).</li> <li>Minutes of 5.20.20 approved (Jamie/Sarah).</li> </ul>	
Discussion/ Action Items	<p><b>Discussion</b></p> <ol style="list-style-type: none"> <li><u>Strategic Plan review.</u> Five board members have volunteered for various tasks on the Work Plan (which supports the Strategic Plan.)               <ol style="list-style-type: none"> <li>Discussion re how to "work with staff" on the various tasks.</li> <li>Messaging for the budget is not done, but we should be planning to talk to legislators about the bond.</li> <li>The alcohol tax should have resources to create community networks (like ARISE).</li> </ol> </li> <li><u>Budget Request overview.</u> This needs to be discussed with the mayor then take out with talking points.</li> <li><u>Land Acknowledgement.</u> This was discussed with staff and adopted by them; it was important that it be authentic and sincere.</li> <li><u>Director's Report (attached).</u> Curbside service has received both positive and negative comments. On 6/29 the library will open for picking up holds and limited computer use (40K have checked out; 13k checked in). Staff will wear gloves and books will be quarantined 72 hours. When Sarah's kids heard about the library opening, they squealed, "Oh boy, we can get library books!!"</li> </ol>	<p><b>Action</b></p> <ol style="list-style-type: none"> <li>Strategic Plan will be shared with leadership, then staff.</li> <li>Moved to approve the budget request (Cristy/Jamie)</li> <li>Moved to support the proposed Land Acknowledgement (Cristy/Lo).</li> <li>Sighs of relief.</li> </ol>
Comments	Wei raised a concern regarding tattooed youth services staff, but there are no rules regarding this.	
Adjournment	Meeting adjourned 7:10 (Jamie/Barb).	
Next Meeting	August 19, 2020, virtual (there are traditionally no July meetings for the LAB).	

Anchorage Library Advisory Board Work Plan  
April 15, 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	Deliverable	Responsible LAB member(s)
Partner with library staff to assess under-connected or missed connections.	Supported and enhanced literacy engagement in the library and the community	
With staff, develop and revise as needed a list of community partners.	The LAB is a conduit between staff and community organizations and resources that focus on early childhood development	
Through our connections, encourage participation in youth programs and research and establish potential partnerships	Help in disseminating materials that highlight the importance of reading and the library's resources.  Enhanced networks for information.	



Mid-range goals and actions		
Action step	Deliverable	Responsible LAB member(s)
Working with staff, establish connections with identified programs, schools, and share what libraries offer in the 21st century.	Pool of Board volunteers to share info; e.g., tutors, post-secondary info, apprenticeships etc.	Lo
Explore partnerships with adult literacy programs, Adult Learning Center, and Nine Star	New connections for library staff with adult literacy programs	Lo Barb
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	Barb

**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	Deliverable	Responsible LAB member(s)
Ask staff where they would like us to focus our attention	A more informed LAB that can advocate for library needs	Barb
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	
Continue to advocate for change in eBook pricing	A more equitable eBook pricing policy and rescinded Macmillan policy	



**Goal: Building Community**

Desired outcome: Anchorage residents are connected to each other in order to build a more inclusive and accepting community.

Action step	Deliverable	Responsible LAB member(s)
Partner with library staff and community partners to highlight our community's rich ethnic heritage, and increase LAB advocacy for partnerships that can be improved or created within the community.	Enhanced and expanded engagement with Welcoming Anchorage, seasonal workers/locums/tourists,  Expanded networks for disseminating information	Lo
<p>A. Work with library staff to create talking points and keep them updated and applicable to the issues at hand.</p> <p>B. Using talking points created above, attend public meetings, such as candidate forums, asking questions about commitments to the library.</p> <p>Call into radio shows to ask questions about the library importance in the community.</p> <p>Invite and participate in library "behind the scenes" tours.</p> <p>Attend community council meetings to provide updates regarding the library "what's new."</p> <p>Advocate aggressively on behalf of library assets and needs</p>	<p>A more informed LAB that is ready to advocate, no matter what the platform.</p> <p> </p> <p>Informed and committed voters, with an expanded voter base.</p> <p> </p> <p>Informed slate and electorate.</p> <p> </p> <p>Expanded network of informed consumers.</p>	
Recruit passionate and diverse LAB members	A more diverse LAB that reflects the community and its needs	Lo
Collaborate with other library boards	Potential new funding sources	
Promote the library as a meeting place within our networks	Increased use and revenue	

## OPERATING

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### **Priority 1: Materials Budget – Increase, \$100,000**

When adjusted for inflation, the Library's material budget is smaller today than it was ten years ago, and yet the Library must now also provide products that are more expensive, such as eBooks, movie streaming and online learning platforms. Municipal spending on materials is just \$2.79 per capita, while our peers in Juneau spend \$7.25 and in Fairbanks \$6.23. This increase will bring spending to \$3.13 per capita and will help the Library meet its goals to improve childhood reading levels and meet community demand for a materials collection reflecting Anchorage's diversity.

### **Priority 2: Community Engagement Coordinator – Position Upgrade, \$9,000**

The Library has several key positions that are graded lower than their counterparts in other departments, making it challenging to adequately compensate and retain talented staff. This will upgrade the Community Engagement Coordinator position, which has become essential for making the Library more visible, engaged in the community and utilized while, creating an efficiency of lowering cost per use.

### **Priority 3: Community Resource Coordinator – Position Continuation, \$110,000**

This will continue an incredibly successful privately funded pilot program that ends in December 2020. In 2019, the program provided one-on-one meetings with over 500 people, located housing for some of Anchorage's most vulnerable people, provided support for Library staff and security, and gathered widespread support from a broad network of community partners. This position will be critical as Anchorage recovers from COVID-19.

### **Priority 4: Early Literacy Outreach Librarian – New Position, \$105,000**

This position will focus entirely on introducing more of young children to resources to prepare them for Kindergarten. 60% of our Kindergartners enter school unprepared, and the numbers are more dire for some groups due to the compounding factor of racial inequity. This program will expand early literacy awareness and resources in the communities who are furthest behind in school preparedness. As well, this is also an equity, diversity and inclusion issue.

### **Priority 5: Volunteer and Membership Coordinator – New Position, \$88,000**

In 2019, volunteers worked 4,000 hours valued at \$101,720 and the Friends of the Library donated \$92,000 for essential library programs. However, this just scratches the surface for what the community is willing to contribute. This position will have a high return on the investment by creating the capacity to solicit more volunteers and donations, allowing the Library to offer more services, such as outreach to vulnerable populations, assistance with public computers, and helping children become stronger readers.

### **Priority 6: Library Public Computer Technician – New Position, \$121,000**

APL's technology is a growing and changing part of its service offerings. Desktops, laptops, mobile devices, and digital services are very important to Library users. However, the increased demand for the MOA IT department and the Library's one IT-related staff, has made it challenging to keep up with the



Library's technology needs. This position will allow the Library to maintain equipment in a timelier manner and roll out additional technology services.

**Priority 7-10: Revenue Decrease, -\$96,500**

Passport applications, copier fees, lost book fees and room rentals due to COVID-19.

## **CAPITAL/BOND**

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**Priority 1: Loussac Library – Alaska Room, \$500,000**

This exciting project could be a touchstone in Anchorage's COVID-19 recovery, providing a ray of hope to remind us of the strength and potential of our community. The project includes building a new Alaska Room and restoring the adjacent meeting areas of the Ann Stevens Room and Galleria, which are used for author talks, book discussions, community dialog, and art exhibits. The goal of the project is to bring Alaska and Anchorage history to life, make it relevant to community members of all ages and backgrounds, and use collaborative learning and exploration to develop solutions to today's issues. The Library will apply an incoming bequest of \$200,000 to this \$1.56M project and a request to the National Endowment for the Humanities for \$390,000 has a strong chance of being funded (NEH decision will be made in December 2020). The Anchorage Library Foundation has set this project as an organizational priority and will oversee a private fundraising campaign for the remaining funds.

**Priority 2: South Anchorage Kiosk - \$120,000 + \$193,000 O&M**

This will provide a Library materials dispenser, materials and associated capital installation to create an express library kiosk for South Anchorage, one of the largest population bases in the city with no library. We hear frequently from community members who ask for a South Anchorage branch. Given the current economy, this would allow us to test a new concept and provide service to diverse underserved neighborhoods. Based on national standards of a branch per 30,000 people, Anchorage Public Library (APL) is in the bottom 25th percentile and this dispenser would help us better meet community needs. Since Library staff and resources are already thin, this project cannot be executed with existing capacity and we will need to utilize bond operating funds to cover the costs of staffing and operating the kiosk.

**Priority 3: Chugiak-Eagle River Upgrades, \$50,000**

After over ten years of heavy use, areas of the carpet at the Chugiak-Eagle River Library are wearing down, furniture has broken and equipment needs replacement. This project would provide a small refresh of the space to extend the life of the library until the next renovation is required.

**Priority 4: Loussac Library – Children's Area Rehabilitation, \$1-2.5M**

One of these most popular and well used spaces in the Library, the area has not been updated since the Library opened in 1986. An investment in this space will show our community that Anchorage cares about and invests in our young people. The Library is a critical piece in our community's early literacy initiatives, and a commitment in this area is needed more than ever. The Library seeks guidance from the Administration on the best approach to fund this \$2.5M project, potentially over several bond cycles. We could use a first-year bond to fund Architectural and Engineering Fees, as well as some of the most critical needs like new carpet, and then seek a second bond to complete the project.



### **The Community Supports the Library**

- In Anchorage, a recent survey found that 86% of library patrons (and 70% of non-users) believe that APL provides good value for the tax dollars invested.
- Over 686K patrons visited Loussac and the branch libraries, and 1.6M visited the website, in 2019; new community partnerships were formed to expand the libraries reach into neighborhoods; and the Library expanded services to meet growing community needs.
- The Library became even more of a center for the community during the COVID-19 response and Library fundraising reflected a surge of support and interest - \$26,000 was raised by over 400 people in a few days for new digital materials.
- The 2021 budget requests are directly tied to community input through the 2019-21 Library community plan, which was informed by 500 one-on-one meetings and 1,600 survey responses, and led the Library to focus on early literacy, connections to information and resources, and equity, diversity and inclusion.

### **Need for Materials Budget Increase**

- Increased funding will allow the Library to expand its collection to meet community's needs for online materials AND obtain materials reflecting the diversity of our community.
- Our entire materials budget for 2020 (including books, media, and digital resources) was \$905K. Ten years ago, it was \$921K, so we're not even keeping up with inflation.
- We lag far behind our peers - Anchorage spends \$3.13 per capita on materials; Fairbanks spends \$6.23 and Juneau \$7.25.
- We're moving to a 24/7 online library to increase access while reducing labor, using our existing location hours – to reach people where they are at, we need a digital collection that is ready when they are.

### **Library Alignment with Mayoral and Assembly Priorities**

- **Homelessness and Public Safety:** The Library is a critical resource for the city's work to reduce crime, drugs and homelessness – it helps improve education outcomes, connects people to services, helps people find jobs and gives our city a sense of community.
- **Welcoming Anchorage:** Loussac and the branches bring people of all backgrounds together and provide spaces for community activities and gatherings.
- **Administration:** the Mayor has stressed making the government more efficient. The Library has done that with our new websites, LEAN processes and staff training.
- **Jobs/Economy:** the Library is a catalyst for economic resiliency, offering Job Lab and other assistance for job seekers and resources for small businesses.

**LIBRARY REQUEST FOR COVID CARE FUNDS AUG, 2020**

Item	Cost	Explanation	Fund Source
Remote book locker	\$ 50,000	Like a vending machine for books, the remote locker offers users self-service holds pick-up that will be targeted to high-risk people who want to lessen their COVID-19 exposure. The first book locker will go in the transit station at the Dimond Mall, which will serve transit users, mall workers, and the greater South Anchorage community, which has been without a local library for over ten years.	Submitting for the Coronavirus Nonprofit Relief Fund through Alaska Community Foundation by 7/29/20
Furniture for social distance in libraries	\$ 100,000	To make the libraries safer and comply with social distance regulations when we re-open, the Library will replace cloth chairs and carrel dividers, purchase more carrel seating where patrons can have physical dividers between users, purchase more one-person seating units, and purchase additional stanchions, podiums and signage for new models of staff interactions and service delivery.	Submitting for the Coronavirus Nonprofit Relief Fund through Alaska Community Foundation by 7/29/20
Laptops + MiFi for check-out	\$ 40,000	This will support low-income and low-tech residents during COVID-19 closures and throughout our community's COVID-19 recovery efforts by providing Chromebooks and MiFi devices for patrons to check-out and use outside of the Library. Alongside the device checkouts, we will also offer learning kits with books and resources on themes like computer skills, employment, and personal finance. The laptops can be checked out from library facilities, the bookmobile or the remote locker.	Submitted a request on 6/12/20 to Institute for Museum and Library Services COVID-19 relief grant for a program that includes this, plus adult learning kits, promotion, and some staff time for support
Increase collection for distance learning	\$ 25,000	Due to the on-going uncertainty about opening schools, the Library is seeing an increased demand for homeschooling materials, which crosses subjects and formats, and includes families fully homeschooling and those supplementing school virtual learning. The Library will be required to purchase additional how-to guides, homeschooling philosophies, and educational activity guides, as well as materials for homeschool curriculum reading lists, and popular books, educational books and DVDs, and STEM kits.	Submitting for the Coronavirus Nonprofit Relief Fund through Alaska Community Foundation by 7/29/20
Increase digital materials	\$ 25,000	The Library has seen a huge rise in demand for digital materials during the COVID-19 closure. Use of the Library's online World Book Encyclopedia shot up by 640% between Q2 2019 and Q2 2020 due to additional use by students working from home without access to their school or public libraries, usage of the online learning platform Lynda.com increased by 54% during that time and hoopla (digital books and movie streaming) increased by 51%. While digital usage slowed somewhat once we began offering curbside pick-up for physical materials, a large group of people have now transitioned to digital permanently, which will lead to further increased demand for these resources.	Submitting for the Coronavirus Nonprofit Relief Fund through Alaska Community Foundation by 7/29/20
Books to distribute to low income kids	\$ 15,000	When schools and libraries closed in March, many families were left with no books in their homes. Studies show that exposure to books in the home has major impacts on literacy and numeracy that add up to the equivalent of extra years of schooling. Our goal is to get as many books as possible into the hands of low-income children who do not have large book collections at home.	Submitting for the Coronavirus Nonprofit Relief Fund through Alaska Community Foundation by 7/29/20
Online address verification system	\$ 5,000	This new service is the final step to allow the Library to transition fully to online library card registration. When the Library closed in March, we were able to transition a lot of our patrons to online services and products. However, for new cardholders, our online card registration system limits the number of items and products a cardholder with an unverified address has access to. Online cards require in-person address verification, which we are not able to do when we are closed, so thousands of new cardholders could not access all of the resources they needed during the COVID-19 hunker down.	
TOTAL	\$ 260,000		





## CIRCULATION OF LIBRARY MATERIALS POLICY

### PURPOSE

The Anchorage Public Library strives to provide current and future users with the fullest possible access to library materials and services. The intent of this policy is to enhance access for our public and to clarify loan periods and possible fees. APL circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

### DEFINITION

A loan period is the total number of days a customer can keep a specific item. A loan and holds limit is the number of items that can be on loan or on hold at one time.

### POLICY

1. To checkout materials, users must be in good standing and present their library card, a valid form of photo identification or confirm two pieces of personal information in their library account.
2. Checkout limits and lending periods
  - a. Patrons with a verified or non-resident card may check out 50 items on their card.
  - b. Patrons with non-verified or visitor cards may checkout 3 items at a time.
    - i. In each instance some material types may have lower checkout limits.
      1. Books — 21 days
      2. Magazines — max 10 for 7 days
      3. DVDs — max 10 for 7 days
      4. CDs/Audio Books — max 10 for 21 days
      5. Book Club Bags — max 2 for 42 days
      6. Beginner Reader Bag — for 21 days
      7. All other Youth Services bags and kits — max 1 each for 21 days
      8. Chromebooks and MiFi — max 1 for 14 days, no renewals
      9. Holds — up to 10 holds at a time
      10. Partner library lending period and limits will vary by location.
  - c. Items are not due on days the library is closed.
3. Renewals
  - a. Items may be renewed up to two times if the item is eligible for renewal.
  - b. Items not eligible for renewal including items on hold by other patrons or institutions, checked out for a special loan period, or materials owned by other libraries.
4. Requests
  - a. Patrons may request materials to be held for them at the library location of their choice.
  - b. Requests can be made in person, on the phone or by using the online catalog.
  - c. Requests are filled on a system-wide first come, first served basis.
  - d. Patrons will be notified by an automated phone call, text message, or email when their request is available, unless in the rare event they have asked to not be notified.

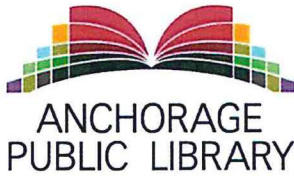


- e. Materials will be held for seven days from the date of the hold being processed and put on the shelf for user pickup.
5. Lost/damaged materials
- a. Items over 17 days late or returned with damage will be charged a replacement fee, plus a \$5 processing fee per item.
  - b. Bills may be paid through a patron's online library account, at a library self-check machine or at a library desk (when possible); replacement fee payments can only be made at home libraries or online.
  - c. Fines or fees of \$100 and more that includes lost or damaged materials are sent to a collection agency.
  - d. Materials owned by partner libraries are subject to the owning libraries fines, fees and limits.
6. Reciprocal Borrowing Privileges with Alaska Library Consortium and the statewide Alaska Borrowing Program
- a. The Anchorage Public Library system has an agreement with the Alaska Library Consortium that the patrons of Consortium Libraries can check out APL items and APL users can check out their items.
  - b. Materials from these libraries may be returned to any participating consortium library.
  - c. The Alaska Borrowing Program allow reciprocal borrowing privileges with anyone in Alaska with a library card from another library.
  - d. Library borrowers are responsible for all fines and fees on library materials from cooperating libraries as set by each library's policies.
  - e. Patrons disputing the return of items and fines or fees need to contact the owning library directly.

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

**Approved by: Library Advisory Board, December 18, 2019**

**Approved by: Library Advisory Board,**



## COLLECTION MANAGEMENT POLICY

### PURPOSE

The purpose of the policy is to serve all the citizens of the Municipality of Anchorage through the continuing management of the collection maintained in accordance with the Library's mission: Connecting people to education, information, and community. Knowledge of our community is essential in making decisions about the Library's collection and reflects the unique characteristics within the Municipality.

The Library recognizes American democracy depends on an informed and engaged citizenry which can only be realized when a full range of ideas is accessible to people as embodied in the First Amendment of the United States Constitution which protects the free expression of ideas.

The Library's collection is protected by the First Amendment and Article 1 Section 5 of the Constitution of the State of Alaska and is a marketplace of ideas that reflects the racial, ethnic, and cultural diversity of the community.

### Selection Responsibility

Ultimate authority for materials selection rests with the Library Director. The Manager of Collection Management recommends policy and implements procedures for the development and management of the Library's collections. Collection management includes assessment of community needs; establishment of policy and budget to support those needs; the selection, acquisition, and promotion of materials; and evaluation of the collection and its effectiveness.

A team of librarians under the direction of the Manager of Collection Management assists with collection management. Selectors use professional judgment and expertise based on an understanding of user needs and knowledge of authors and publishers or producers. All Library staff work collaboratively with each other and customers to support collection development and management.

The Library recognizes the role of hundreds of years of assumption that white, cisgender, hetero-normative, Christo-centric points of view are the dominant worldview and how that has shaped the collection. Library staff actively work to diversify that point of view in the collection.

This policy does not replace the judgment of individual librarians and only provides guidelines to assist them in choosing from the vast array of available materials.

### Selection Criteria

There is no single standard which can be applied in all acquisition decisions. Some materials are judged in terms of artistic merit, scholarship, or value. Others are selected to satisfy the

recreational or informational needs of the community. Materials are judged on overall effect rather than specific illustrations, words, passages, or scenes considered to be offensive by some.

Librarians select materials identified from sources including professional and commercial reviews, listservs and web sites, book lists and bibliographies, local culture and events, and public and staff recommendations.

All acquisitions are evaluated using a standard library review source and against the criteria listed below. An item need not meet all the criteria to be selected.

- A. General Criteria for the Evaluation of Library Materials:
  - Appropriateness and effectiveness of format to content
  - Attention of critics, reviewers, media, and public
  - Authority of author or creator
  - Availability and price
  - Contemporary significance or permanent value
  - Contribution to the diversity of coverage on controversial subjects
  - Popularity and local demand
  - Present and potential relevance to community needs
  - Prizes, awards, or honors received
  - Representation of cultural diversity
  - Reputation and/or significance of the author, illustrator, editor, publisher, or producer
  - Skills, competence, and purpose of author, producer, performer, etc.
  - Suitability of subject and style for intended audience
- B. Specific Criteria for the Evaluation of Works of Information and Opinion:
  - Authority of author
  - Clarity, accuracy, and logic of presentation
  - Comprehensiveness and depth of treatment
  - Contribution to subject balance of the entire collection and relationship to existing collection
  - Integration of challenging works, including extreme and/or minority points of view
  - Objectivity and integrity
- C. Specific Criteria for the Evaluation of Works of Imagination:
  - Artistic expression, presentation, and experimentation
  - Illustration of genre, trend, or national culture
  - Sustained interest
  - Vitality and originality

### **Self-Published Materials**

The Library does not purchase self-published materials that are not reviewed in established review journals. Exceptions may be made for high-demand materials and/or those of local interest.



### Suggest a Purchase

The Library welcomes suggestions from the community for possible purchase of materials. All suggestions are given serious consideration. Suggestions are considered by the same criteria as all other materials purchased for the Library.

### World Languages

The Library collects recreational and informational materials in languages other than English for adults and youth to meet the needs of a diverse population. Materials in a variety of languages are collected based on community demographics and availability of materials.

### Digital Resources

Digital resources, including eBooks, eAudiobooks, streaming media, and databases are subject to the same general selection criteria as other materials. The Library does not control the content of subscription services.

### Special Items

Staff creates, collects, and compiles special items such as packets and kits to fit community goals and educational outcomes.

### Intellectual Freedom

The Library Advisory Board, Library Director and Library staff recognize the responsibility of the Library to provide materials representing the diverse needs, interests, backgrounds, cultures, and social values of the community. Librarians are inclusive in collection management and in the provision of interlibrary loan.

The presence of an item in the Library does not indicate an endorsement of its content by the Library. Library materials are not marked or identified to show approval or disapproval of the contents and access is not restricted beyond what is required to protect materials from theft or damage.

The standards stated in this policy apply equally to the materials for children. The Library believes that individuals may reject for themselves and their children—and only for their children—materials which they find unsuitable. Caregivers who wish to limit or restrict the use of the Library by their children should personally oversee their selections.

The principles expressed in the following documents are basic to this policy and are incorporated herein. (See the Appendix for the full text of these statements):

The American Library Association's  
*Library Bill of Rights*  
*Intellectual Freedom* statement  
*Access to Digital Resources and Services* interpretation

The American Library Association's and the Association of American Publishers'  
*Freedom to Read* statement

The American Film and Video Association's *Freedom to View* statement

**Reconsideration of Library Materials**

Individuals or groups objecting to specific materials in the collection may initiate a request for reconsideration by filling out a "Request for Reconsideration" form available at all locations and on the Library web site. The Manager of Collection Management will review the request and assign one or more librarians to read, view or listen to the item being challenged. The item will be reevaluated using the selection criteria, the Library's mission statement, and the documents included in Appendix A. A written reply indicating the Library's position and any action taken will be sent to the person or organization making the complaint within 14 days.

A written appeal of the staff decision may be presented to the Library Director within 14 days. The Library Director has 14 days to provide a written decision; a final appeal may be made in writing within 14 days to the Library Advisory Board, who will review the materials and supporting documentation and make a final decision. A written decision will be sent to the individual or group within two weeks of the discussion at the Board meeting.

**Donations**

Financial donations to benefit the collection are encouraged and are made directly to the Library or through the Anchorage Library Foundation or the Anchorage Friends of the Library.

The Library accepts donations of like-new materials. Donations of books or media are accepted with the understanding that they will not necessarily be added to the collection. The material is judged by the same criteria as those applied to the purchase of new materials. The Library reserves the right to dispose of donated material through sales at Library fundraising events or discarding.

The Library does not accept the following materials: video cassettes (VHS), audio cassettes, issues of magazines, textbooks, law books, encyclopedias, or condensed editions. Print materials without an ISBN (International Standard Book Number) will not be added to the collection.

Donations of magazine subscriptions will be accepted by the Library subject to the same selection criteria and retention policies as regular subscriptions. The Library requires gift subscriptions to be for a minimum of a two-year period.

The Manager of Collection Management is responsible for the acceptance of all donations to be added to the collection. Any condition or restriction on donated material must be agreed to and stated in writing by the Manager of Collection Management in advance of the Library's receipt of the donation.

Appraisal of value is the responsibility of the donor. A gift receipt providing for a description of the material donated and date of the donation is provided when requested.

### Discarding

The Library's collection is regularly reviewed by selector librarians and materials deemed no longer of value are removed from the collection. Factors considered include physical condition, frequency of use, obsolescence, number of copies in the system, research value, adequacy of coverage in the subject area, and availability of similar material.

### SPECIAL COLLECTIONS

Anchorage Public Library has two special collections—the Alaska Collection and the Loussac Caregivers' Collection. Both collections are housed at the Z.J. Loussac Library.

#### Alaska Collection

The collection encourages the appreciation and enjoyment of Alaska's history, culture, development, institutions, and natural resources and is relevant to the study and understanding of the state, including reference and research support. The materials in the collection encompass the Municipality of Anchorage, the state of Alaska, adjacent areas of the Arctic, and native and indigenous populations throughout. The collection includes most commercially published works on Alaska written for adults in the English language, Municipality of Anchorage public documents and publications, locally published works that contribute to the mission of the collection, and materials in Alaska Native languages. Items collected include books, government documents, newspapers, periodicals, media, maps, microform, and electronic resources. There are some genealogy resources and rare historical materials included in the collection; however, this part of the collection is not actively added to as other nearby institutions cover this subject more comprehensively.

#### Loussac Caregivers' Collection

The collection is intended for adults who work with children in any capacity. Early childhood education, with an emphasis on literacy, and elementary education, with an emphasis on science and math and continued literacy instruction, are considered core resources for the collection. Also included as part of the core are materials on brain development in infants and toddlers and activities books aimed at families or group care settings. Materials about homeschooling, including how-to guides, philosophies, and educational activity guides are prominent. The collection also includes materials about parenting, children's literature, youth services librarianship, and providing services to children in a public library setting. There is also a small selection of periodicals related to the subjects in this collection.

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

**Approved by: Library Advisory Board,**



## APPENDIX

### 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.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939 by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. inclusion of "age" reaffirmed January 23, 1996.

## Access to Digital Resources and Services:

### *An Interpretation of the LIBRARY BILL OF RIGHTS*

The fundamental mission of libraries is to provide access to information, regardless of content or format, to everyone. Digital resources and services, or resources and services made primarily available online or on digital devices, are integral to libraries' mission in the twenty-first century. Libraries are important points of access to many digital resources and services, including, but not limited to, computers, the Internet, and digital resources and tools. In order to provide access to digital resources and services while upholding the Library Bill of Rights, libraries must consider intellectual freedom principles and issues of equity to ensure that access to information is enhanced, not restricted, by digital technology.

Libraries should regularly review issues arising from digital creation, distribution, retrieval, and archiving of information. Any review of these issues should consider users' First Amendment rights, rights to privacy, and the core values of librarianship as expressed in the Library Bill of Rights and the Code of Ethics of the American Library Association. Many people lack access or the capability to use or create digital resources effectively. There is a need for places where people can access, use, or create information without impediment. It is the responsibility of libraries to provide access to digital resources and services and to mitigate all barriers, whether they are economic, educational, or political. The provision of access does not imply sponsorship or endorsement by the library. Libraries should resist all attempts by individuals, governments, and private entities to censor or limit access to digital resources or services.

In making decisions about how to offer access to digital resources, services, tools, physical equipment, and networks, each library should consider intellectual freedom principles and issues of equity in the context of its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

#### **The Rights of Users**

All library policies, procedures, or regulations relating to digital resources and services should be scrutinized for potential violations of user rights. User policies should be developed according to the policies and guidelines established by the American Library Association.<sup>1</sup>

Users' access to digital resources and services should not be restricted or denied for expressing, receiving, creating, or participating in constitutionally protected speech. If access is restricted or denied for behavioral or other reasons, users should be provided due process, including, but not limited to, formal notice and a means of appeal.

Information retrieved, utilized, or created digitally is constitutionally protected unless determined otherwise by a court of competent jurisdiction. These rights extend to minors as well as adults.<sup>2</sup> Libraries should use technology to enhance, not deny, digital access. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on behalf of their users should not violate this right. Libraries should provide library



users the training and assistance necessary to find, evaluate, use, and create information effectively.

All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use.<sup>3</sup> The library should uphold these rights by policy, procedure, and practice in accordance with Article VII of the Library Bill of Rights. The library should regularly maintain its systems and networks in order to protect users' rights to privacy and confidentiality. As libraries increasingly provide access to digital resources through third-party vendors, libraries have a responsibility to hold vendors accountable for protecting patrons' privacy.

### **Equity of Access**

The digital environment provides expanding opportunities for everyone to participate in the information society, but individuals may face serious barriers to access. These barriers, often referred to as the digital divide, may include a lack of infrastructure for Internet connectivity, lack of tools (hardware or software), and lack of skills, knowledge, or means necessary to access digital resources.<sup>4</sup> Libraries should be cognizant of the digital divide and work to minimize it as they provide access to digital resources for their communities.

Digital resources, services, training, and networks provided directly or indirectly by the library should be readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by libraries that receive support from public funds.<sup>5</sup> Libraries should develop policies concerning access to digital resources. These policies should be consistent with ALA's policies and guidelines. When new digital resources are provided to library users, libraries have an obligation to provide equitable training opportunities to library users and workers in using those new resources. Training should also address privacy and security issues that accompany the use of digital resources and services.

### **Information Resources and Access**

Libraries, acting within their mission and objectives, should support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. In order to preserve the cultural record and to prevent the loss of information, libraries may need to expand their selection or collection-development policies to ensure preservation, in appropriate formats, of information obtained digitally. Libraries have an obligation to provide access to government information available in digital format.

Providing connections to global information, services, and networks is not the same as selecting and purchasing materials for a library collection. Some information accessed digitally may not meet a library's selection or collection-development policy. It is, therefore, left to each user to determine what is appropriate. Libraries and library workers should not deny or limit access to digital resources because of their allegedly controversial content or because of a library worker's personal beliefs or fear of confrontation. Furthermore, libraries and library workers should not deny access to digital resources solely on the grounds that they are perceived to lack value. Parents and legal guardians who are concerned about their children's use of digital resources should provide guidance to their own children.

Publicly funded libraries have a legal obligation to provide access to constitutionally protected information. Federal, state, county, municipal, local, or library governing bodies sometimes require the use of Internet filters or other technological measures that block access to constitutionally protected information, contrary to the Library Bill of Rights.<sup>6</sup> If a library uses a

technological measure that blocks access to information, it should be set at the least restrictive level in order to minimize the blocking of constitutionally protected speech.

Adults retain the right to access all constitutionally protected information and to ask for the technological measure to be disabled in a timely and confidential manner. Minors also retain the right to access constitutionally protected information and, at a minimum, have the right to ask the library or librarian to provide access to erroneously blocked information in a timely and confidential manner. In order to ensure user privacy and confidentiality, records of these requests should not contain personally identifiable information. Libraries and librarians have an obligation to inform users of these rights and to provide the means to exercise these rights.<sup>7</sup>

Digital resources and services allow libraries to significantly expand the scope of information available to users. Like all resources and services provided by the library, provision of access to digital resources and services should follow the principles outlined in the Library Bill of Rights to ensure equitable access regardless of content or platform.

1 "Guidelines for Library Policies," approved June 28, 1994 by the ALA Intellectual Freedom Committee; revised January 19, 2005; March 29, 2014 under previous name "Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities"; June 24, 2019.

2 *Tinker v. Des Moines Independent Community School District*, 393 U.S. 503 (1969); *Board of Education, Island Trees Union Free School District No. 26 v. Pico*, 457 U.S. 853, (1982); *American Amusement Machine Association v. Teri Kendrick*, 244 F.3d 954 (7th Cir. 2001); cert.denied, 534 U.S. 994 (2001).

3 "Privacy: An Interpretation of the Library Bill of Rights," adopted June 19, 2002, by the ALA Council; amended on July 1, 2014; June 24, 2019.

4 Martin Hilbert, "The End Justifies the Definition: The Manifold Outlooks on the Digital Divide and Their Practical Usefulness for Policy-Making," *Telecommunications Policy* 35, no. 8 (2011): 715-736. <https://doi.org/10.1016/j.telpol.2011.06.012>

5 "Economic Barriers to Information Access: An Interpretation of the Library Bill of Rights," adopted June 30, 1993, by the ALA Council and amended June 25, 2019.

6 "Internet Filtering: An Interpretation of the Library Bill of Rights," adopted June 30, 2015, by the ALA Council.

7 "If some libraries do not have the capacity to unblock specific Web sites or to disable the filter or if it is shown that an adult user's election to view constitutionally protected Internet material is burdened in some other substantial way, that would be the subject for an as-applied challenge, not the facial challenge made in this case." *United States, et al. v. American Library Association*, 539 U.S. 194 (2003) (Justice Kennedy, concurring).

Adopted January 24, 1996 by the ALA Council; amended January 19, 2005; July 15, 2009 under previous name "Access to Digital Information, Services, and Networks"; and June 25, 2019. References to cited policies have been updated on November 6, 2018.



## 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.

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*A Joint Statement by:*

American Library Association

Association of American Publishers

*Subsequently endorsed by:*

American Booksellers Foundation for Free Expression

The Association of American University Presses, Inc.

The Children's Book Council

Freedom to Read Foundation

National Association of College Stores

National Coalition Against Censorship

National Council of Teachers of English

The Thomas Jefferson Center for the Protection of Free Expression



## Freedom to View Statement

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.



## COMPUTER USE & INTERNET POLICY

### PURPOSE

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

### Desktop Computers

Desktop computers with Internet access are available at all library locations. Stations are offered on a first come, first served basis. Guests who do not have an APL card may request a guest pass. Patrons who sign in with an APL card receive additional time, unless there are extenuating circumstances.

### Laptops/Tablets/Chromebooks/MIFI

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

### APPROPRIATE COMPUTER AND INTERNET USE

The Anchorage Public Library (APL) provides public access to the internet in support of its mission and ensures equal access to all. Because APL's computers are in public areas, guests may be involuntarily exposed to what others are viewing. We ask that users remain sensitive to the fact that the computers are in a public environment shared by people of all ages. If you disrupt other library patrons and/or services, or your behavior is inappropriate for a library setting, we reserve the right to ask you to stop viewing the disruptive material, or to end your session. *Please refer to the APL Code of Conduct.*

### Acceptable Use

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

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



## Unacceptable Use

- Any activity which violates U.S., state or local laws.
- Transmitting threatening, obscene or harassing materials.
- Intentional or unintentional disruption of network users, services or equipment, harm to other computer systems including excessive bandwidth utilization.
- Tampering with computer or network security.
- Disconnecting library equipment, including monitors, network cables and electrical cords.
- Making unauthorized entry into any systems accessible via Library computers.
- Failure to follow library policies, including but not limited to: failing to log in using your own library card number or guest card number, failing to pay for printing, and not following time limits.
- Developing and/or propagating programs that harass other users or cause harm to other computer systems.
- Copying, file sharing, downloading or distributing commercial software or other works or materials (i.e. music, movies, etc.) that violates copyright laws.
- Accessing or loading pornographic, obscene, or sexually explicit material.
- Other uses deemed inappropriate at the discretion of APL management.
- Downloading or transmitting confidential, trade secret information, or copyrighted materials.
- Patrons are expected to use APL computing devices and/or wireless access in a responsible and courteous manner.
  - Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment is prohibited.
  - Displaying or printing materials that violate the Municipality of Anchorage policy on sexual harassment are prohibited.
  - It is a violation of federal law to knowingly receive visual depictions of minors engaged in sexually explicit conduct.
  - Anyone who does so is subject to federal criminal prosecution under the *Protection of Children against Sexual Exploitation Act of 1977 (18 USC 2252)*.

## Response to Violations

- Illegal activities or activities that interfere with or disrupt the network, users, services, or equipment are prohibited and not protected by the library's privacy policy.
- We do not routinely monitor public computers but reserve the right to do so when a violation of this policy or illegal activity is suspected.
- Staff is authorized to take immediate action to protect the security of computers and the network and to enforce all computer/Internet/Wi-Fi rules.
  - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.
- *Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.*

## INTERNET POLICY

The Internet provides access to a wealth of information far beyond our physical collection. Much of the information can be valuable and enlightening; however, some materials are unreliable, personally offensive, or illegal. APL cannot police a global network. As such, each individual user must be responsible for their own activities on the Internet and for the activities of any minor children they are responsible for. APL does not provide privacy screens and no expectations of privacy is guaranteed.

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

## Confidentiality and Privacy

- When a computer session ends, all information about that session is ordinarily deleted. APL erases all patron use records except those essential for library business operations.
  - APL does not retrieve any information including websites visited, passwords, credit card numbers, or any other information a patron has entered.
  - APL will release records, including those relating to Internet usage, only as required by law.

## Children and the Internet

- To comply with federal regulations, all public access computers at APL are filtered.
- Although filtering software aims to block access to objectionable sites, it cannot block all objectionable sites and it sometimes blocks useful sites.
- APL upholds and affirms the right and responsibility of parents, guardians, or caregivers to determine and monitor their children's use of library materials and resources including the Internet. APL will not act *in loco parentis* if the caregiver is not present.
  - Library staff is available to help identify and locate resources to help parents, guardians, and caregivers oversee their children's use of the Internet.

## Municipality of Anchorage and APL's Role

- Staff is available to provide assistance identifying sites and to help with issues specific to the library's procedures, e.g., how to print or reserve a computer.
  - Staff will provide this assistance as time allows.
- The Municipality of Anchorage, APL, and their Internet service providers do not control and are not responsible for Internet content.

## WIRELESS NETWORK ACCESS

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

- The library's wireless network is public and not secure. Use of APL Wi-Fi is entirely at the risk of the user.
  - By choosing to connect to APL Wi-Fi, you signify understanding that there are risks associated with use (e.g., sensitive personal information being compromised and/or potential damages to your hardware or software caused by electric surges, security issues, or consequences caused by viruses or hacking).



- APL disclaims all liability for loss of confidential information or damages resulting from intentional use of APL Wi-Fi.
- Library staff can provide general information for connecting your device to the wireless network, but cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration.
  - The library cannot guarantee that your device will work with the library's wireless access points.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, Oct 16, 2019

Approved by: Library Advisory Board,

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# Anchorage Public Library

*Anchorage: Performance. Value. Results*

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## Mission

Connecting people to education, information and community

## Values

- Access, Equity, and Social Justice
- Community By Welcoming Everyone to Our Library
- Lifelong Learning and Literacy

## Core Services:

- Access to a diverse collection of materials in various formats
- Knowledgeable and approachable staff
- Functional technology and connectivity
- Expert information and reference assistance
- Communal spaces for individual and group use
- Targeted programming that meets the needs of our community

## Accomplishment Goals:

- Improve economic advancement by providing equitable access to computing equipment, programs and resources.
- Improve public safety by providing safe and stimulating places and clean, well-maintained buildings for all.
- 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.
- 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.

## Community Priorities and Desired Outcomes

- **Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.
- **A Bridge to Information and Resources:** Anchorage is an engaged and well-informed community; the Library seeks to be the trusted institution that connects people to non-biased information, experts and materials, and adapts with the changing needs of our community.
- **Building Community:** The Library brings Anchorage residents together to build a more inclusive and accepting community.

## Performance Measures

- Cardholders and Library Visits
  - Library visits were not possible until Curbside June 4 and partial reopening June 29.
  - Online registrations have been steady but are at about half the usual number.
- Circulation of Materials, including downloadable items



- Checkout of physical items was not available until curbside pick-up began June 4<sup>th</sup>.
  - The chart below shows the increase in digital checkouts. This shows that when the physical library is unavailable our patrons still utilize their public library at home.
- Library Visits
    - Library visits were not possible due to the COVID event.
  - Program Attendance
    - Virtual program attendance was good at the start of the COVID event but has decreased over time. Staff have worked to do more interactive events and videos that can be viewed at any time.
  - Computer use, including WIFI use of Library technology
    - After the COVID there was no computer use, Wi-Fi use decreased about 72%, and Website sessions fell by 68%.
  - COVID Digital Use of Library Materials
    - We are providing more detail on the use of our digital products, because they provided not only a wide range of entertainment value, but also an educational value. Both Lynda.com and Live Homework Help assisted the public with learning new skills.

Digital Checkouts	2Q 2019	2Q 2020	Percentage Change
Freegal	20,668	29,702	43.71%
hoopla digital	16,843	25,533	51.59%
Listen Alaska			
eAudiobooks	46,276	68,695	48.45%
eBooks	83,787	124,139	48.16%
Live Homework Help			
(students served)	1,084	1,329	22.60%
Lynda.com			
(hours viewed)	813	1,254	54.24%
Morningstar (page views)	4479	7885	76.04%
ValueLine (pages viewed)	2518	4168	65.53%
World Book Encyclopedia (hits)	7740	57320	640.57%

Public Library Performance Measures	Q2 2019	Q2 2020	Target
Cardholders as % of population	42%	46%*	48%
Circulation/capita	.91	.08*	1.3
Downloaded content (Alaska Digital, Freegal, Hoopla, etc)	84,022	124,139*^	Maintain
Collection spending/capita	\$2.75	\$2.97^~	\$6.94
Visits/capita	.64	0*	Improve
Program attendance/1000 capita	58.35	11.24*	Improve
Public Service hours/1000 capita	9	4.5*	Improve
FTEs/1000 capita	.2604	.2604^	.3368
Number of Library Programs	584	102*	Maintain
Program Attendance	20,535	3,281*	Improve
Public Technology Use (Wi-Fi and devices)	55,080	8,410*	Maintain
Website Sessions	390,596	124,166*	Improve
^ = Item is budget / funding dependent			
* = Item has been affected by COVID-19 event			
~ = MOA budget funds only (no donations)			
COVID-19 Related Metrics		Q2	
COVID Related Website Pages		Pageviews	
Safe Opening Plans		10,097	
Curbside Pick-Up		8,317	
COVID Information Center		1,596	
Social Media (increases over Q1)			
25,5000 minutes viewed, 149% increase			
2,500 one-minute video views, 194% increase			
2,400 engagements, 94.1% increase			
Virtual Reference Q2			
Phone Calls		1829	
Emails asking for assistance		220	